4/6/83 S1790-1 (U) A

THE FLORIDA PUBLIC SERVICE COMMISSION

1982 - 83 REPORT

Copies of this report can be obtained from the Florida Public Service Commission, Consumer Affairs Department, 101 E. Gaines Street, Tallahassee, Florida 32301.

CONTENTS

The Commissioners.....1

A Rate Case - What's Involved.....2

The Public Service Commission in 1982.....3

Executive Director.....13

General Counsel.....14

Administration Department.....16

Auditing and Financial Analysis Department.....17

Commission Clerk.....18

Communications Department.....19

Consumer Affairs Department.....21

Electric and Gas Department.....22

Information Processing.....27

Rail Transportation Department.....28

Research and Management Studies Department.....29

Water and Sewer Department.....31

Location of District Offices.....32

Index to Charts.....33

THE COMMISSIONERS

The Public Service Commission's five Commissioners are appointed to four year terms by the Governor from selections presented to him by a nominating council. The commission was changed from an elective to an appointive board and expanded from three to five members by the 1978 Legislature.

* * *

GERALD L. GUNTER

Commissioner Gunter, who is the current Chairman of the Commission, was appointed by Governor Askew and took office in January, 1979. He was reappointed by Governor Graham to another four year term beginning in January, 1983. Gunter has a masters degree in management and is a former city councilman of Titusville.

JOSEPH CRESSE

Joe Cresse, of Tallahassee, was appointed by Governor Askew in 1979, and was reappointed by Governor Graham to a second four-year term beginning in January, 1983. Cresse was formerly Assistant Secretary of the Florida Department of Administration and State Budget Director. He has a degree in accounting.

JOHN R. MARKS

Commissioner Marks, a native of Miami, was appointed by Governor Graham in March of 1979. Marks, an attorney, was formerly a hearing examiner with the commission.

KATIE NICHOLS

Commissioner Nichols was appointed by Governor Graham and took office on January 2, 1981. Ms. Nichols became interested in utility regulation and began studying the PSC and attending the commission's hearing and meetings several years before she was appointed to the commission.

SUSAN W. LEISNER

Commissioner Leisner, who is from Tampa, was appointed by Governor Graham and took office on February 16, 1981. Ms. Leisner is a chartered financial analyst, has a MBA and has been a writer for several financial publications.

A RATE CASE - WHAT'S INVOLVED

The Florida Public Service Commission might well remember 1982 as the "year of the rate case." The year saw the commission handle rate increase requests from all major electric and gas utilities, as well as requests from seven telephone companies. The increases requested by regulated companies during 1982 totaled well over $1 billion. The following is a brief description of what is involved in a rate case.

* * *

The Public Service Commission under state law, has the responsibility of regulating the rates and service of investor-owned utilities in the state. Florida Statutes direct the commission to set rates for regulated utilities which allow the companies the opportunity to earn a reasonable rate of return on the investment used in serving the public.

When a utility requests a rate increase, the company is required to file extensive information concerning its operations, expenditures, assets, etc. Under Florida law, the commission has eight months to take final action in the case.

Public hearings are held in major cities in the service area of the utility so customers can comment on the rate increase request and the service they receive.

Hearings are also held in Tallahassee in which testimony is heard on all aspects of the company's operations and on the information filed in support of the rate case. The commissioners, staff, and intervenors cross-examine witnesses and request additional information as necessary.

The commission staff, after evaluating all testimony and evidence in the case, makes a recommendation to the commissioners on what increase, if any, the utility is entitled to. The commissioners then go over each separate issue in the case, and make decisions on the amount of increase, the rate of return, how the rates should be structured, etc. Any utility expenditures which are determined to be unnecessary or improper are not included in the rates.

After the commissioners vote on the case, an order is issued outlining the decisions and setting the maximum rate of return the company is allowed to earn on its investment. The commission staff then monitors the company's earnings in a continuing surveillance program to insure that the company does not exceed the maximum allowable rate of return. Also, the allowed rate of return does not guarantee that the utility will actually earn that rate of return.

THE FLORIDA PUBLIC SERVICE COMMISSION IN 1982

The commission was created by the Legislature in 1887 as the Florida Railroad Commission. Its primary purpose was the regulation of railroads. Regulatory authority was added over the years to include telephone companies (in 1911) and electric utilities (in 1951). The title of Florida Public Service Commission was designated in 1965. Regulatory authority in 1982-83 includes areas of the electric, telephone, railroad, water and sewer and natural gas industries.

In addition to a large number of rate cases during 1982, the commission also dealt with such pressing issues as telephone deregulation, the AT&T divestiture, resale of telephone service, and electricity conservation. The following is a summary of major activities of the commission during 1982.

* * *

INTERNAL MATTERS

In order to handle the unusual caseload during 1982, the commission made extensive use of panels of commissioners. The use of panels is provided for under Florida law.

Panels are assigned by the Chairman. During 1982, the major electric rate cases were heard by panels of three comissioners, instead of by the full commission, for the first time.

TELEPHONE RATE CASES

The commission was involved in seven rate cases in 1982 -- and Southern Bell filed a rate increase request before the end of the year.

In late 1981, four telephone companies...Florida Telephone, United Telephone, Orange City Telephone and Quincy Telephone...requested rate increases totaling $45 million.

Because the companies were all members of the United Telephone System and the issues in each request were similar, the commission held consolidated hearings on the rate cases for the first time. This consolidation saved time and the need for witnesses to repeat testimony for each case.

The commission issued orders in the cases in July, 1982. The companies, the amount of increase requested, and the amount of increase granted are listed below. The total increases granted by the PSC were $34 million less than the amounts requested by the companies.

In November, 1982, a corporate merger for Florida Telephone, United Telephone, Orange City Telephone and Winter Park Telephone was approved by the PSC. The companies will become the United Telephone Company of Florida. Quincy Telephone was not included in the merger.

North Florida Telephone Company requested a $4 million dollar rate increase in November of 1981. In June, 1982, the PSC approved a stipulation providing for an increase of $870,000, less than a quarter of the amount requested by the company. The new rates had a minimal effect on local service charges. There was an increase in service connection charges and, in keeping with previous telephone decisions, the commission required the company to list separately an additional charge for leased telephone equipment.

Continental Telephone Company requested a $1 million increase on April 30, 1982. In September, the commission approved a stipulation providing for an increase of $325,000, about a third of the company's request. Like in the North Florida Telephone case, there was little effect on most local service charges. Service connection charges increase, and a separate charge for leased telephones was implemented. In August, Southland Telephone Company requested and was granted an increase of $37,749.

On November 23, Southern Bell Telephone Company filed a petition with the Public Service Commission requesting an increase of $404.1 million dollars in annual revenues, the largest request ever made by Southern Bell. The company also asked to put $178 million of that amount in effect as interim rates.

Southern Bell cited growing customer demands, inflation, technological change and competition as factors which have increased operating expenses and made a rate increase necessary.

The company's last rate increase was in December, 1981, when the PSC set an overall rate of return for Southern Bell of 10.24%. The company maintains current rates do not allow it to achieve that return, and requested an increase in the overall return to 11.48%

GAS CASES

The Public Service Commission completed action on five gas utility rate increase requests during the year, and four more companies requested increases in late 1982. The completed cases, and the amounts granted by the commission are listed below.

Company	Amount Granted
Central Fla. Gas	582,222
Peoples Gas	$10,836,670
So. Fla. Nat. Gas	168,471
Plant City Gas	210,559
City Gas	494,180

The cases filed during 1982, but not yet completed, are:

Company	Request
Gainesville Gas	$918,378
Seacoast Gas	$268,685
Florida Public Utilities	$1,080,199
Southern Gas	$505,262

The commission also fined Central Florida Gas Corporation $12,000 for violating safety standards in installing some natural gas pipes. However, the PSC suspended $7,000 of the fine provided the company complete certain safety tests on the pipe.

A reverse make-whole proceeding was initiated against St. Joe Natural Gas Company since the company appeared to be earning in excess of its authorized rate of return. The commission placed money subject to refund in the case, depending on the commission's final decision.

ELECTRIC RATE CASES

The Public Service Commission handled rate cases of all four major electric utilities during 1982.

In April, Tampa Electric Company filed a petition with the PSC requesting a rate increase of $124.8 million in additional annual revenues. The company also asked to put $41.9 million of the amount in effect as an interim increase.

On May 18, the commission suspended the proposed rates and refused TECO's request for an interim increase, saying that the utility was already earning within the rate of return authorized in its last rate case. (An 8.4% over-all return and a $31 million increase was approved for TECO in November, 1980.)

TECO then filed a second interim rate increase request, based on updated information. The commission denied the request, saying the company had its opportunity to seek interim relief and that a second request was improper.

In September, the commission determined that TECO was entitled to an increase of $62 million in annual revenues, less than half of the amount requested by the utility and also less than the amount recommended by the PSC staff.

The new rates were effective for meter readings taken on and after November 20, and increased the average residential bill by about $9.00 each month.

The commission's order in the case stated, "Tampa Electric Company should be authorized an increase in gross revenues of $61,971,000 annually. In reaching this decision, we have concluded that the test of adequate financial integrity warrants the inclusion of $158,761,000 of Construction Work in Progress (CWIP) in rate base, and that TECO should earn 15.75% on common equity in capital. We have also provided an attrition allowance of $12,972,000."

On April 23, Florida Power and Light Company filed a petition with the Public Service Commission requesting a rate increase of $281 million in additional annual revenues. The company also asked to put $65.9 million of the amount in effect as an interim increase.

In June the commission suspended the proposed rates so the matter could be fully investigated, and granted FP&L an interim increase of $44 million, subject to refund. The interim rates were effective on billing for meter readings taken on and after July 22.

FP&L's last previous rate case was concluded in late 1981, with the new rates effective in October, 1981. At that time, the company had requested a $476 million dollar increase. An increase of $255 million was granted, and an overall rate of return of 10.44% was established as fair and reasonable. In the 1982 case, the company requested an increase in the overall return to 11.82%.

After seven months of study and 15 days of hearings in the case, the PSC determined that FP&L was entitled to a 100.8 million dollar increase. New rates were effective in late December.

The commission refused to grant any increase in the return on equity, and the overall rate of return remained about the same. The costs of the repairs to Turkey Point and the Martin County dam were not included in the rates since those repairs are under litigation. The utility was not granted an attrition allowance.

On the issue of whether FP&L should retain its inverted residential rate or go to a flat rate, the commission decided the company should keep the inverted rate with the same 1¢ differential.

The commission's order in the case stated, "We have determined that Florida Power and Light Company should be authorized an increase in gross revenues of $100,805,000 annually. In reaching this decision, we have concluded that the test of adequate financial integrity warrants the inclusion of $267,631,000 of Construction Work in Progress in rate base, and that FP&L should have an opportunity to earn 15.85% on its common equity capital. FPL did not request an attrition allowance in this proceeding and none was granted."

The commission had an unprecedented situation with Gulf Power during 1982. The company was granted two rate increases in entirely different cases during the year.

The PSC completed action on Gulf's 1981 request for a $39 million increase in January, 1982. The company was allowed an increase of $6.9 million at that time, and the commission set an overall rate of return at 9.7%.

In June, Gulf was back before the commission with another rate increase request for $36.9 million. The commission suspended the proposed rates on June 22 so the matter could be fully investigated.

In the Gulf case, the commission approved a fully projected test year for the first time. The case was considered on a 1983 test year. Gulf requested an increase in its rate of return to 10.46%, and projected its overall rate of return for 1983 under the current rates to be 7.69%.

The commission took final action in the Gulf case on December 22. The commission determined that the company was entitled to increased revenues of $3.3 million, with a 15.85% return on equity and a 9.69% overall rate of return (less than the return approved in the previous case). The new rates were effective in late January and increased the average residential electric bill by about 70¢.

On June 30, 1983, Florida Power Corporation filed a petition with the commission requesting a rate increase of $169 million in additional revenues. The company also asked to put $38 million of the amount in effect as an interim increase, subject to refund, pending a final decision.

On August 30, the commission suspended the proposed rates so the case could be fully investigated, and granted Florida Power an interim increase of $33 million. The interim increase raised the average residential bill by about $2.50.

Florida Power was seeking an increase in its over-all rate of return to 10.72%. The return set in its 1981 rate case was 9.16%. The company cited inflation, high interest rates, and the need for an additional $1 billion investment over the next three years as reasons the rate increase was needed.

After seven months of study and two weeks of hearings in the case, the commission made a final decision in late January, 1983. The PSC determined that Florida Power was entitled to an $111.7 million increase. This amount included the $33 million interim increase approved in August. The commission set Florida Power's overall rate of return at 10.10%. The return on equity was set at 15.85%.

The new Crystal River coal plant which went into operation in December, 1982 was included in the rate base and accounted for a majority of the rate increase. The PSC determined that the plant was a prudent investment.

RULE REVISIONS AND NEW RULES ADOPTED

The commission adopted a number of rule revisions and new rules during 1982, a number of which were designed to provide more information to customers and to protect customers from things such as backbilling and missed appointments.

The PSC adopted a rule limiting the utility company practice of backbilling a customer when the customer has been underbilled due to an error. The new rule limits customer responsibility for a backbill to 12 months in instances where the backbilling is the result of a utility company error.

The purpose of the rule is to help keep an unsuspecting customer from receiving a large bill due to a company mistake. The rule also prohibits the utility from collecting unbilled losses due to such errors during a rate case. The Florida Commission is one of only a few state regulatory commissions to adopt rules limiting a customer's liability in this area.

The rule also requires telephone companies to advise customers by a statement on the bill each month that an itemized list of their local service billing can be requested.

A rule was adopted to tighten up on missed customer appointments in the telephone industry. The rule requires the utilities to schedule appointments with their customers, and imposes a service standard requiring the utilities to meet at least 95 percent of the appointments made. The companies also have to keep records so the commission can measure performance in this area and compliance with the rule.

The commission adopted a rule requiring gas utilities to provide more detailed cost and usage information on bills. The rule requires the utilities to list all components of the bill separately so the customer will have the ability to compute his own bill and verify its accuracy if he desires.

The rule also requires the company to list the average daily therm consumption for the current period on the bill, and the average daily consumption for the same period in the previous year. This information will allow the customer to easily compare his consumption and should help him in his conservation efforts.

The rule is similar to a rule adopted for the electric utilities in 1981. The electric rule was effective January 1, 1983.

Another rule adopted for gas utilities which was similar to a rule already in effect for electric utilities required the utilities to allow customers to designate a third party to receive notice of delinquent bills. A customer can designate a friend, relative, or social service agency to receive a copy of any delinquent notice. This additional notification might help prevent the disconnection of service to customers who might not have been able to pay the gas bill.

The commission adopted rules requiring franchise fees to be listed separately on the bills of all utility customers in the state. Regulated electric, gas and most water and sewer utilities already listed the charges separately. The main effect of the rule was to expand the requirement to electric cooperatives and telephone companies. The commission felt the charge should be listed separately to provide information to customers on the components on their utility bills.

The commission began consideration of implementing a uniform statewide charge for directory

assistance instead of the various programs now in existence. The commissioners directed the staff to begin work on a rule which would provide for a statewide uniform directory assistance charge plan with a set number of free calls to directory assistance, and no charge for calls to long distance directory assistance.

A rule allowing companies to recover a portion of the costs of projects aimed at reducing the dependence on oil was adopted in January, 1982. The order adopted the rule stated that the oil-backout cost re covery clause "is intended to be used by investor-owned electric utilities for the recovery of costs of implementing certain specified supply-side conservation measures which will economically displace oil generated electricity. The measures would be funded by the cost savings resulting from the displacement."

To qualify for cost-recovery, the proposed project must be three criteria:

1. The primary purpose is the economic displacement of oil-fired generation.

2. It has been shown that there will be a cumulative net savings to customers in Florida during the first 10 years of the operation of the project.

3. The proposed project is the most economical alternative available.

The revenues collected by the utility through the clause are the greater of (a) two-thirds of the oil-/non-oil fuel expense differential associated with the qualified project or (b) the sum of straight line depreciation expense, plus the cost of capital, plus the actual tax expense, plus the oil/non-oil operating and maintenance expense differential of the qualified project which would normally be included in the base rates.

The oil back-out cost recovery is handled in conjunction with the commission's fuel and purchased power cost recovery clause.

The first project under the oil backout clause was approved in October, 1982, and was Florida Power and Light Company's 500 KV transmission project.

After more than a year of study, the commission adopted rules in November, 1982, governing the deregulation of telephone terminal equipment. The purpose of the rules is to detariff the provision of new customer provided equipment after January 1, 1983, in accordance with similar action by the Federal Communications Commission.

Under the rule, the provision of CPE, reflected on the books and records of the telephone companies on January 1, 1983 (embedded), will remain under tariffed regulation for five years. A coextensive obligation is placed on the telephone companies to provide and maintain a basic telephone instrument and associated inside wire for five years, under tariff. Customers are also given the option of providing and maintaining their own inside wire or procuring it from the telephone company for five years.

The telephone companies were required to file tariffs on January 1 in compliance with the rule, and to also file tariffs setting forth the terms and conditions for selling all embedded CPE at the customer's option.

REFUNDS ORDERED

The commission ordered two utilities to refund money during 1982 due to overearnings. Three other companies made refunds as a result of Supreme Court rulings on previously ordered refunds.

Florida Public Utilities Company was ordered to make two refunds totaling $110,000 to customers during 1982. The refunds were the result of the commission's investigation into the company's earnings.

Winter Park Telephone Company was required to make a $2 million refund to customers for 1981 over-earnings, and to make additional charges to depreciation in the amount of $4.2 million for 1982 which will also benefit the ratepayers. The action in the Winter Park case was the result of an investigation initiated by the commission into the utility's earnings.

Gulf Power Company customers received refunds totaling $2.2 million, plus interest, as the result of the Supreme Court upholding a 1981 PSC ruling that refunds were due. The commission had determined that the rates approved in the company's 1980 rate case were put into effect too early, and ordered refunds for the difference between the new and old rates for meter readings taken between November 10 and December 2, 1980.

Customers of United and Florida Telephone received refunds which were ordered by the commission in 1980 after an investigation into the level of earnings for each of the utilities. The PSC determined that the earnings had exceed the limit previously set by the commission and ordered the refunds. Both utilities appealed the commission's order to the Florida Supreme Court, and the court ruled this year that the refunds would have to be made. The refunds totaled about $6 million.

The commission also reduced rates to certain Southern Bell and General Telephone private line and burglar alarm customers. The commission reconsidered the increases made to these customers in the last rate cases of the companies, and determined they were excessive. The rates were reduced and refunds made to customers for the differences.

The commission also held money granted in the previous rate cases of Southern Bell, General Telephone, Gulf Power, Florida Telephone, United Telephone, Quincy Telephone, Orange City Telephone and Tampa Electric Company relating to unamortized option two investment tax credits subject to refund. The commission is waiting for a ruling from the IRS before deciding on the handling of those funds.

CHANGES IN THE TELEPHONE INDUSTRY

Between the AT&T settlement, changes in regulatory laws in Florida, and deregulation, 1982 was a year of dramatic change in the telephone industry.

The commission set up a task force in late 1981 to study how Florida should handle telephone deregulation and the effects of the Federal Communications Commission ruling on the deregulation of terminal equipment and inside wiring.

The PSC spent most of 1982 dealing with the issues in the case, and in November, 1982, adopted rules governing the deregulation of telephone equipment. The rule basically requires the company to provide and maintain a "primary" or basic telephone instrument at the customer's option for five years, and also to provide and maintain inside wiring for that period, at the customer's option. The customer may chose to provide and maintain his own wiring and instruments, and the telephone companies were required to file tariffs and plans for selling

embedded customer provided equipment. The new rules were effective January 1, 1982.

1982 also saw the U.S. Justice Department reach a settlement with AT&T in the anti-trust case. The Florida PSC, like many other state regulatory commissions, was unhappy with many of the provisions of the settlement. The commission intervened in the proposed anti-trust settlement.

The PSC said the provisions of the settlement could cause substantial increases in the local telephone rates in Florida and may not be in the best interest of Florida customers. The settlement, as originally proposed, would result in the transfer of yellow page revenues and long distance lines from the local companies to AT&T. This was of major concern, because revenues from these services help to subsidize local service charges.

Commissioner Cresse was in Washington February 2 to address the House Subcommittee on Telecommunications, Consumer Protection and Finance regarding proposed telecommuni cations legislation and the AT&T settlement. Cresse commented, "We recognize...that competition as a policy is far superior to regulation. But as a state with a large number of senior citizens, it is equally important to preserve reasonable local service rates which have made the concept of universal telephone service a reality. As you know, the problem is not only in Florida and it does not concern only senior citizens. There are many people in the nation who simply could not afford to keep their telephones if rates doubled or tripled. From our analysis it appears that such increases would indeed be necessary over the next few years if either Senate Bill 898 or the proposed settlement agreement set national communications policy."

Judge Green had authority over the approval of the consent decree, and made several modifications to it addressing favorably the concerns of state commissions, including Florida.

In the Florida Legislature, laws were changed to make it possible for long distance competition in the telephone industry in the state to be introduced. The commission actively supported these legislative changes.

The first company to receive certification under the new laws was Microtel. In August, 1982, the commission granted Microtel the authority to construct and operate an intrastate interexchange telecommunications system in Florida. The proposed system is a microwave facility designed to provide service between the cities of Miami, Ft. Lauderdale, Orlando, Tampa, St. Petersburg, Naples, Jacksonville and Tallahassee by 1984. The approval of the Microtel system was the first approval of its kind in Florida.

The new legislation also opened up resale of telephone service in the state. The commission issued an order on September 29, 1982, ordering the removal of tariff restrictions prohibiting the reselling of intrastate WATS and MTS telepone service, and concluded that resellers were to be defined as telephone companies and, as such, had to be certificated before they could provide telephone communication services for hire within Florida.

The commission considered whether to apply the rule requirements of traditional telephone companies to resellers, and found that insofar as the contents of a reseller's approved tariff do not conform to the requirements of PSC rules, the reseller is exempt from bringing its tariff into conformity with the rules. The commission stated, however, that it would hold resellers to the representations made in their tariffs. The

commission is in the process of promulgating rules specifically applicable to resellers and inter-city-only carriers.

By the end of 1982, 12 resellers had been certified to provide the service in the state.

The commission initiated an investigation into local exchange telephone pricing, including the feasibility of implementing county-wide extended area telephone service throughout the state. Utilities were ordered to do specific studies on county-wide extended service and to provide extensive data requested by the commission.

While this investigation is continuing, the commission is processing numerous extended area service requests for different locations in Florida in accordance with rules adopted in 1981 for handling these requests.

ELECTRIC INDUSTRY ISSUES

In April, the Florida Supreme Court upheld a Public Service Commission decision that Florida Power Corporation customers should not have to pay $3.5 million in additional fuel costs resulting from a plant outage.

The dispute arose when a 1980 shutdown at FPC's Crystal River nuclear plant was extended a week because a spare heat delay pump was not available. Electricity generated by nuclear power cheaper, and it cost Florida Power about $500,000 per day more in fuel costs when the plant was down. Florida Power said its customers should have to pay the tab for the additional fuel.

The PSC ruled that the outage was extended due to management error in not having an additional pump available, and that Florida Power, not its customers, should absorb the $3.5 million in additional fuel costs. The court agreed with the commission.

The issue of city surcharges remained with us in 1982. The commission initiated an investigation into the surcharge levied by the City of Tallahassee to electric customers outside the city limits in 1980, saying that the charge appeared to be discriminatory. The city appealed to the state Supreme Court on whether the commission had jurisdiction over the charge, and whether the city was required to justify the charge. The court ruled the PSC did have authority and the city would have to justify the charge.

Hearings were held in the Tallahassee case, and on September 20 the PSC decided the city failed to provide adequate justification for the charge and that the charge should be eliminated. The commission indicated, however, that it would consider approving a surcharge that did not exceed the amount of the utility tax billed to residents inside the city limits.

Tallahassee appealed the commission's decision to the state Supreme Court, automatically stopping the commission's order to eliminate the surcharge. Since the commission has the authority to impose conditions on the stay of the order, the PSC took steps to insure that the surcharges collected from customers outside the city limits during the appeal will be refunded if the court upholds the commission's decision in the case.

Meanwhile, the commission has ordered thirteen more cities in Florida to justify the surcharges made to customers outside the city limits. Some of those cities have voluntarily eliminated the surcharges rather than go to the commission with justification.

The case pending in the Supreme Court involving Tallahassee is expected to set statewide precedent because of the pending case with other cities levying similar surcharges.

The PSC decided two hotly disputed issues on deposits requested by FP&L from major corporations during 1982. The first involved a $350,000 deposit FP&L requested from Pan American Airways when Pan Am merged with National Airlines. The second involved a $1.6 million deposit requested of Pantry Pride on former Food Fair accounts.

In both cases the commission ruled that the deposit requests were in line with rules and regulations, the corporations should be treated no differently than other customers, and that the deposits must be paid.

CONSERVATION

In February, figures were released on average residential electricity usage for 1981...the first full year the provisions of the Florida Energy Efficiency and Conservation Act were in effect.

FP&L's residential customers reduced consumption by 2.2% during 1981, Florida Power Corporation customers reduced by 1.1%, and Gulf Power customers by 2.8%. The only one of the four major utilities whose customers increased consumption was Tampa Electric Company.

The only company to have a net decrease in residential consumption in the past 10 years was FP&L. Customer consumption for that utility was down 1.3% from consumption in 1972. The extent to which utility conservation programs and the extent to which the general slowdown in the economy contributed to the decrease is uncertain. Both factors contributed.

The commission contracted with Opinion Research Corporation of New Jersey to survey Floridians on how they are using electricity. The data gathered in the survey is part of the research activity funded for the commission in the Florida Energy Efficiency and Conservation Act.

Several utilities began new conservation programs during 1982. Florida Power Corporation implemented a plan to give a monthly credit to customers who allow the utility to have some control over the use of water heaters, central heat, air conditioning and swimming pool pumps.

The residential load management program is designed to reduce the peak demand for electricity. Customers volunteering for the program allow Florida Power to cut electricity service to one or more of the four electric appliances for a short period of time when the utility finds it necessary. In return, Florida Power will give the customer a monthly credit on his electric bill. A customer with all four types of equipment would receive a maximum monthly credit of $17 in the winter and $14 in the summer.

TECO implemented a program in which a rebate is paid on the cost of reinsulating older homes which meet specific requirements. The program is designed to promote conservation and reduce the demands on the electric system.

Over 2.7 million dollars in residential conservation demonstration projects contracted for by the commission were completed during 1982. Three projects were extended another year so the PSC could gather further data on winter consumption.

EXECUTIVE DIRECTOR

David Swafford

The executive director is, essentially, the chief of staff of the commission with general responsibility over the technical and administrative operations of the commission. He coordinates the activities of the departments, is responsible for the implementation of commission policies, arranges hearings and conferences, and makes recommendations for the development and articulation of policy questions. The executive director serves with the general counsel in coordinating interagency and legislative liaison, and consults with and advises the commission on economic and governmental matters.

***

With expanding emphasis on developing clearly defined written policies and procedures, the workload of the office of the executive director has increased. The office includes two deputy executive directors. William Talbott is deputy director over the technical departments, including the Communications, Electric and Gas, Water and Sewer, Auditing and Financial Analysis, Research, and Rail Transportation departments. Jay McGlon is deputy director over the Administration and Consumer Affairs departments, the Commission Clerk, and the Office of Information Processing.

This division of executive duties helps to facilitate the flow and efficiency of the commission's workload, as well as providing the proper direction and leadership for the staff. Legislative and interagency liaison work is also done by the executive director.

A case manager, who reports directly to the executive director, has been established to further aid in expediting the movement of docketed cases through the commission. The case manager is responsible for the planning and development of systematic procedures for handling and processing all cases and for the development of appropriate manuals depicting staff operating policies and systems. The case manager also assists in assignment of cases and reports to the executive director on the overall status of case load, especially on older or delayed cases.

As of December 31, 1982, the total number of cases on hand at the PSC was 505. This is the highest year-end caseload since the "sunset" of motor and air carrier regulation occurred in July, 1980. This increase in the number of cases on hand results principally from four factors: 1) 555 cases opened in 1982, an increase of 70, or 14.4% over the 485 opened in 1981; 2) rate increase requests were filed by five major utility companies in 1982, while work continued on a number of significant cases filed in 1981; 3) federal deregulation of the telecommunications industry has resulted in substantial increases in the number of cases handled by the Communications and General Counsel staffs; and 4) decisions by several county commissions (Martin, Marion, Columbia, Highlands) to relinquish jurisdiction of water and sewer utilities to the FPSC have caused continuous growth of the Water and Sewer Department's caseload from mid-1981 to date. However, the total cases more than two years old now stands at 57, the lowest number since the commission began keeping this record in August, 1979, when the cases more than two years totalled 105.

GENERAL COUNSEL

William Bilenky

The Office of the General Counsel is responsible for the legal functions of the Commission. There are two areas of responsibility, the General Counsel/Advisory section and the General Counsel/Legal section.

The Advisory section, headed by Patrick K. Wiggins, has the responsibility of providing indirect legal services and advice to the commissioners. It prepares notices, recommendations and orders; attends hearings; participates in matters before state and federal courts; promulgates rules and regulations; acts as inter-agency and legislative liaison in cooperation with the executive director.

The General Counsel/Legal section is headed by Roger Howe. This section provides direct legal services and represents the staff in proceedings before the commission, Division of Administrative Hearings, and the Circuit Courts.

* * *

General Counsel/Advisory

In 1982, the Commission took action on 233 of its rules. Forty contracts and contract amendments were prepared in 1982, including a $1 million contract with Arthur D. Little, Inc., for a computer simulation analysis to study the impacts of conservation technologies upon the Florida electric utility systems.

Seventeen appeal dockets were opened and thirteen were closed. At the close of 1982 there were 19 open appeal dockets.

Legislation was passed in 1982 which affected all aspects of commission practice. Procedures were adopted by which company proprietary business information would be exempt from the Public Records Law and would be treated by the commission as confidential information. The commission was also authorized to allow telephone companies to compete with one another, except for providing local exchange service. Under sunset review, commission regulation of intrastate rail rates and practices is now to be in accordance with the Federal Intrastate Commerce Act. Florida currently is provisionally certified by the ICC to regulate intrastate rates in accordance with federal law under the Staggers Act of 1980. The Commission applied to the ICC for permanent certification in July and is awaiting a decision.

Other projects included:

1. Petitioned Federal Energy Regulatory Commission for rulemaking to amend Form 423 relating to the reporting of fuel costs. This would allow the FPSC to use this form to better determine if a fuel company is paying too much for fuel.

2. Participated with the Governor's Energy Office in applying to the Federal Department of Housing and Urban Development for a Solar and Energy Conservation Bank grant to promote conservation in Florida.

3. Worked with the Department of Community Affairs to ensure that the Model Energy Efficiency code for building construction mandates the most cost effective energy savings equipment and techniques.

4. Initiated proceedings to design a structure for intrastate access charges. This will determine the level and manner of payment by competing long distance telephone services for the use of local exchange telephone facilities in Florida.

General Counsel/Legal

It was a busy year for those Legal Department lawyers assisting with electric and gas cases. Rate cases filed by TECO, FPL, FPC, Gulf and Reedy Creek in 1982 were either concluded or substantially completed. Five gas cases were concluded during the year and an additional four were being processed at year's end.

Assistance was provided in the ongoing projection and true-up hearings in the fuel and purchased power cost recovery, conservation cost recovery and purchased gas adjustment dockets. Substantial results were accomplished in the relatively new areas of cogeneration, oil backout cost recovery and electric "need" planning.

For the telephone section of the Legal Department, aside from rate cases, the most significant development of 1982 was to assist in the implementation of commission policy to promote competition in the telephone long distance market by issuing certificates to Microtel, which will install and operate a separate telephone communication network, and to numerous resellers who utilize existing facilities.

In September 1982, the Commission ordered the removal of tariff restrictions prohibiting the reselling of intrastate WATS and MTS telephone service. The Legal Department has processed applications for 12 resale companies to provide intrastate resale of WATS and MTS.

Extended area service was an area of intensive interest and activity last year. Thirty-seven dockets were in process for the provision of extended local calling scope.

The Legal Department developed a unique procedure to process four petitions for rate increases filed by four telephone companies within the United Telephone System. The cases, individually docketed, were consolidated for purposes of discovery and hearing since a great deal of the evidence was common to all four companies. The evidence was then evaluated for each individual case and separate orders were rendered. This procedure cut the time needed for hearing because the evidence was not repeated four times.

The Legal Department negotiated a rate refund for the subscribers of the Winter Park Telephone Company because the Company was overearning. This resulted in $2 million being returned to the subscribers. The Company also made adjustments to its depreciation account in the amount of $4.2 million which also benefits the subscribers.

Implementation of proposed agency action procedures required substantial time and energy from the personnel in the Water and Sewer Section of the Legal Department. As a part of the proposed agency action procedure the attorney now conducts informal customer meetings which provide a forum for customers. Because the customer meeting is held prior to completion of the staff investigation, customer concerns can be thoroughly investigated.

The commission's proposed guidelines concerning an appropriate amount of contributions-in-aid-of-construction (CIAC) for individual utility companies is a further refinement in a complicated area. The difficulty in identifying and properly tabulating the exact amount of CIAC is now only the first step in the process. The second step is to implement changes for specific utilities' service availability policies which will, in time, result in a CIAC level of at least 25% but no more than 75%. To arrive at this objective may be as simple as raising or lowering service availability fees on a prospective basis but may also require refunds to existing customers.

ADMINISTRATION DEPARTMENT

James Ward, Director

The Administration Department has overall responsibilities throughout the commission in areas of internal administration, including accounting, personnel, budgeting, planning, purchasing, commission-owned automobiles, duplicating, mail distribution, and leasing of office space, equipment, etc.

* * *

Administration consists of several sections, each handling a specific area of responsibility. The fiscal section operates a centralized accounting office and keeps detailed accounting records for the entire PSC. This section is responsible for disbursements and collection of revenue for the commission. The section prepares payrolls, and audits and codes all travel reimbursement vouchers, purchase orders, and invoice for payment.

The personnel section administers all actions regarding recruitment, employment, pay, attendance and leave, to ensure the proper application of state personnel rules and regulations.

The PSC has enhanced the affirmative action program, advanced recruitment efforts, and also has established some sound training programs. The personnel office sends job opportunity announcements to other state agencies, state employment services, and universities, as well as to minority-oriented organizations and publications.

The office services section provides mail and duplicating services. In 1982, the commission spent approximately $4,471 per month for postage, compared to an average of $3,905 in 1981. Commission duplicating equipment produced an average of 264,286 copies per month.

The budget and planning section is responsible for overseeing the commission's legislative budget request during the entire fiscal cycle, including preparation, various stages of review and approval, appropriation, implementation, and monitoring.

Although the commission operates on a budget which must have approval of the legislature, actual funding for the agency is through a regulatory trust fund which is made up of fees derived from licenses and taxes on regulated businesses.

The commission has approximately 300 staff members and operates on a $12 million annual budget.

AUDITING AND FINANCIAL ANALYSIS DEPARTMENT

Greg Follensbee, Director

The Auditing and Financial Analysis Department serves as the principle advisor to the commission on matters pertaining to taxes, capital recovery, and finance. The department performs audits, issues reports on regulated utilities, and is the official custodian of the annual reports required to be filed by the regulated utilities.

* * *

Auditing and Financial Analysis is the largest department the commission has, consisting of 65 positions, of which 15 possess CPA certificates, 6 are MBA's and 3 hold MS or MA degrees. Offices exist in Tallahassee, Orlando, Tampa and Miami.

Much of the staff's time during 1982 was taken up with rate cases. All four major electric utilities filed in 1982 for rate relief. In addition, four of the five United Telephone companies cases were completed, and Southern Bell's case began in late November.

During 1982, the department's Management Studies' Section became self sufficient in performing management reviews. The staff completed a review of Central Telephone Company, making 67 recommendations for improving the company's operations. A review of Tampa Electric Company in the areas of transmission and distribution, power production and customer services was also undertaken.

A recent change in Florida Statutes permit utilities to file for rate relief on a forecasted test year basis. Traditionally, audit tests of transaction and account balances can not be used to verify forecasted financial statements since no historical records exist for the period under audit. A professional development program was begun to address this change. The program included professional classroom and on the job tutorial instruction during the actual audit of four electric utilities, the development of EDP software to assist the auditor in selecting specific accounts for comprehensive review and culminated with the hiring of a specialist dedicated to the review of utility forecast models and procedures. As a result, the commission has in place a highly sophisticated ability to aid in the evaluation of utility forecasted financial statements.

With Construction Work in Progress (CWIP) continuing to be an important issue in the electric industry, the commission decided to determine objective criteria for determining the amount of CWIP that would earn a cash return as opposed to capitalizing the cost of financing the construction. Dr. Eugene Brigham of the University of Florida was hired to recommend the financial integrity tests that should be applied to the company's financial information, in order to determine the appropriate amount of CWIP to include in rate base. Dr. Brigham presented his findings in the Tampa Electric and Florida Power and Light rate cases. The financial integrity tests have also been used in the Gulf Power and Florida Power Corporation rate cases.

In 1982, the Auditing and Financial Analysis Department continued to make progress in utilizing an audit retrieval software package procured in 1981. Actual usage in an audit took place in the later part of the year. Additional peripheral hardware equipment was purchased and installed in Tallahassee, to facilitate use of the software. In 1983, plans are being made to use the software in a rate case audit.

THE COMMISSION CLERK

Steve Tribble

The Commission Clerk receives and processes all formal matters filed with the commission and keeps the official records. The clerk maintains permanent record books, records the minutes and formal orders of the commission, maintains records on the current status of all pending proceedings, prepares and issues notices of all hearings, arranges hearing sites, and serves all orders. The clerk also assigns docket and order numbers for all proceedings before the commission.

* * *

The job of Commission Clerk is similar to that of a circuit court clerk. Just as the commission's rules of practice and procedure are patterned after those of the circuit courts, the records are kept on a docket filing system much like court cases are filed and placed on a court docket.

Each new filing for commission action is assigned a docket number and a file is established.

After a case is filed, card file records are kept showing the daily activity of work and correspondence.

As new correspondence and legal pleadings are received, the cards are posted as to date, type of filing, names of attorneys and other data. There were 505 active cases in December, 1982.

As official custodian of the records, the commission clerk maintains control of the central file room. Files are checked out to the various departments during the period they are active and are eventually stored as permanent records. After several years, files are sent to the state archives for storage.

Orders of the commission are mailed to participants in the various cases and to required utilities. Copies are filed in the docket files and printed loose-leaf pages are placed in the order books, known as the official record of the commission.

The commission clerk is responsible for arranging hearing sites, scheduling court reporters for hearings and issuing notices of hearings. The clerk also prepares the agenda for commission conferences and circulates copies to the staff and other interested parties.

The Commission Clerk's Office spent a large part of 1982 processing and maintaining records and files of approximately 7,500 documents received in conjunction with expanding caseload. In addition the office scheduled and processed approximately 1,000 decisions on docketed matters, attended 390 days of hearings and conferences, prepared approximately 34,000 pages of transcript of hearings, and filed 22 records of cases appealed to the courts.

New areas of workload becoming significant in 1982 included the maintenance of records and files of confidential information, preparation and publication of supplements to the Commissions rules, issuance of notices of Proposed Agency Action, and the development of a commission-wide records management program.

COMMUNICATIONS DEPARTMENT

Walter D'Haeseleer, Director

The Communications Department is responsible for providing technical information, advice and assistance in the accounting, engineering and rate areas regarding the regulation of the telephone proceedings dealing with rates, services, construction programs and safety practices. In formal proceedings, the department provides analysis of expert testimony and exhibits, develops cross-examination and direct testimony, and prepares recommendations concerning the disposition of matters before the commission.

* * *

Much of the department's workload during 1982 was related to the de-regulation of many telephone services, the introduction of more competition into the telephone industry, and matters related to the AT&T divestiture.

With the AT&T divestiture coming up in 1984, the Federal Communications Commission has proposed several approaches to developing interstate access charges, which are the charges levied by the local telephone companies for the use of their exchange facilities. The staff spent substantial time reviewing the FCC proposals and submitting comments to the FCC.

Intrastate access charges also must be established. The staff submitted a detailed data request to all telephone companies on intrastate access charges in October, 1982, and held a workshop in November to discuss issues on intrastate access charges. A recommendation was made for interim access charges for 1983 and an approach for developing permanent access charges was proposed.

Florida Statutes were revised in 1982 to allow the commission to certificate companies wanting to compete in intrastate interexchange calling. The commission made a decision to allow the resale of WATS and toll service in the middle of the year, and by the end of the year the commission had certified twelve resellers.

Rules governing the deregulation of customer premises equipment and inside wiring were adopted in 1982. The rules generally detariff new customer premises equipment as of January 1, 1983 and leave embedded equipment under tariff for five years. The phone companies are also required to provide and maintain a basic telephone instrument and associated wiring for five years at the customer's option. Last, customer are given the option of providing and maintaining their own inside wiring.

Department staff actively participated in joint board deliberations with the FCC/state commission work force to determine cost allocations between interstate and intrastate services. Due to significant technological and regulatory change, a complete overhaul of the cost allocation system is necessary. This large scale investigation involves the entire Bell System and all other telehone companies in an effort to develop uniform separations practices.

The Communications Department also developed a more inclusive set of minimum filing requirements for phone companies so that more information would be available to the staff at the beginning of a rate case. A proposed rule was recommended to the commission. Work also continued on a complete rewrite of the PSC Telephone Service Rules.

The department participated in 15 extended area telephone service (EAS) hearings during 1982 and conducted surveys on the traffic on several routes requesting EAS. EAS cases were in the following status at the end of 1982.

Awaiting traffic studies	2
EAS with traffic studies complete	3
Alternatives to EAS being considered	6
Hearings pending	3
Awaiting agenda after hearings	4
Being surveyed	4
Being monitored	4
Dockets ordered closed during 1982	6

The commission also began a study assessing the feasibility of implementing county-wide EAS in the state.

Six telephone rate cases were processed during the year. In addition, $2 million was refunded to Winter Park Telephone Company's customers as a result of the commission's investigation into the company's earnings.

In October 1982, the commission approved a plan to implement new service evaluation procedures beginning in January, 1983. The new plan schedules evaluations on a continual short-notice basis with the frequency of visits dictated by the size of the company. Additional notice spot checks will be made as department personnel travel throughout the state.

During 1982, service evaluations were made of Continental, Gulf, Indiantown, North Florida, Quincy and South Georgia telephone companies. In addition, an evaluation of Southern Bell's service was made in the Havanna exchange.

During the summer of 1982 a micro computer was acquired by the Communications Department. Spread sheets for both the accounting and rate sections were automated and placed on the micro computer. Service quality survey responses were also automated to allow access to survey data and the searching and storing of the data in a matter of minutes.

Also, the department began the development of computer programs to aid in the analysis of employee work time, project requirements, and budget and manpower estimations. The development of a computer system which will track company tariff filings and generate monthly status reports was also begun.

Near the end of 1982, the implementation of the electronic mail system was begun. A direct communications link between the department's micro computer and two telephone companies was established. The system is used to speed mail time between the department and the telephone companies for the transmission of letters, data requests, interrogatories and similar items.

CONSUMER AFFAIRS DEPARTMENT

George Hanna, Director

The Consumer Affairs Department has the primary responsibility for consumer relations and communications. This involves investigating and resolving consumer complaints, issuing news releases concerning commission decisions and studies, preparing statistical summaries on consumer complaint activity, developing educational presentations for consumer and civic organizations, preparing testimony for rate cases on complaint activity, and participating in or initiating other dockets on consumer matters.

* * *

During 1982, the Consumer Affairs Department handled a total of 59,539 complaints and inquiries, 10,887 of which were logged complaints investigated by the department.

The department operates a toll-free WATS telephone line for citizens with problems involving regulated utilities.

In September, the department began keeping track of the dollar savings to individual consumers resulting from Consumer Affairs investigation of complaints. During the last four months of 1982, customers saved $21,969.43 as a result of complaint action taken by Consumer Affairs. The majority of the savings were for telephone customers, with $17,520 of the savings in this area, and $2,721 saved for electric customers.

During 1982, the department prepared testimony and exhibits for introduction into 11 rate cases concerning complaint activity against the utility in question. The testimony included a breakdown of the types of complaints, whether or not the customer was justified in contacting the commission, and comparative figures with other companies in the same industry.

In two cases, the department introduced the issue of prior indebtedness. Two companies, TECO and FP&L, were holding customers responsible for the bills of other customers if they benefited from the service. In both cases the commission adopted the staff recommendation that no one should be responsible for someone else's bill.

Consumer Affairs participated in rewriting the telephone rules in coordination with the technical departments, and initiated a proposed rule limiting a customer's responsibility to 12 months which was adopted by the commission.

The department continued to be active to expand public awareness of commission activities. We continued preparing a daily tape of PSC news for use by radio stations, putting our second WATS line to use during non-business hours by providing a toll-free number for radio stations to call and get a taped news or conservation item. Over 2,721 calls were received for the taped items during the year.

More than 3,500 copies of press releases and notices to the press were prepared and distributed. Publication of a monthly Consumer Bulletin giving details on commission actions was continued.

1982 LOGGED COMPLAINTS

Telephone	6,894
Gas	424
Electric	3,390
Water & Sewer	179
	10,887

ELECTRIC AND GAS DEPARTMENT

Joe Jenkins, Director

The Electric and Gas Department is responsible for providing technical information, advice and assistance in the accounting, engineering and rate areas regarding the regulation of the electric and gas industries. The department handles electric and gas service matters through its safety, conservation and energy audit, system planning, and fuel procurement and power efficiency sections. The department is responsible in formal proceedings for analysis of testimony and exhibits, developing cross-examination and direct testimony, and preparing recommendations concerning the disposition of electric and gas matters.

* * *

Some of the major activities of the electric and Gas Department during 1982 are listed below.

Conservation

Conservation goals established by the Commission in 1980 were designed to reverse the historical relationship in which growth rates of peak power demand and energy consumption have exceeded the growth rate of residential customers. The goals established are to bring the rate of growth in peak demand to 72.25% of the rate of growth in residential customers. To keep the capital cost per unit of electricity lower than it might otherwise have been, goals for growth in kilowatt-hour consumption were set higher than the demand goal, at 75% of the rate of growth of the residential customers.

Specific goals were also set for the number of energy audits to be performed by each utility. Through September, 1982, completed audits are 115.1% of the established goals for the twelve PURPA utilities (utilities subject to the federal 1978 Public Utilities Regulatory Policy Act).

Utility conservation programs were evaluated on three criteria: (1) Does the plan on its face, show that it can meet the goal? (2) Can it be monitored? (3) (For investor-owned utilities) is the program cost-effective? Only proprosed programs meeting all criteria were approved.

The Energy Conservation Public Awareness Program developed for the commission by WJCT-TV, Jacksonville, received an ADDY Award for excellence in Public Service Advertising during 1982.

During 1982, the commission moved from goal setting and utility program implementation to monitoring of the results of programs. Calculations based upon a new conservation cost-effectiveness data reporting format rule are a major consideration in approval of utility programs and are also used when evaluating and ranking utility programs for effectiveness. This rule, which standardizes cost-effectiveness calculations for all investor-owned utilities, is in the forefront, nationally, in attempts to assess the value of utility conservation programs. Promulgated in 1982, the rule considers the present value of benefits, which are avoided capacity and fuel costs, less the present value of program costs. The prescribed reporting format provides information on cost-effectiveness to the participating ratepayers as a group, to all of the utility's ratepayers considered as a group, and to all utility ratepayers in Florida. It further breaks down projected program savings to depict the allocation of the fuel and nonfuel

components of the reduction in participating customer's bills when such savings occur in a utility with a growing customer base and for a utility expecting no growth.

The commission adopted an End-Use Rule in June of 1982. It sets forth the method of gathering information needed to establish conservation goals, to design, monitor, and evaluate programs to implement the goals and to evaluate the impact of changes in the Florida Model Energy Efficient building code. The rule requires utilities to conduct surveys of end-use appliance saturation on even numbered years. Beginning in 1984, utilities will also be required to estimate potential summer and winter peak MW demand reduction available through load management for each appliance. Covered end-use appliances include various types of residential water heaters and electrical space conditioning equipment. Data are collected and reported by housing types -- single family attached, single family unattached, and mobile homes or trailers and also are reported by year of first connection by a utility.

Conservation cost recovery hearings in February and August resulted in the investor-owned utilities' recovery of approximately $37 million in conservation program costs. The average conservation cost recovery factor for electric utilities was less then $.0004 per kilowatt hour billed. The average for the gas utilities was about $.0075 per therm.

Cogeneration

Cogeneration, as used by both federal and state regulatory bodies, refers to the sequential use of energy wherein waste industrial process steam is used to generate electricity and small power production. This concept entails dispersed electrical generating units that are electrically interconnected to the statewide transmission grid and operate synchronously with electric utility generating units. The Commission has pushed aggressively to identify potential cogenerators or their functional equivalent.

The commission, on June 18, 1982, adopted cogeneration tariffs for the four major investor-owned utilities, standardizing energy payments to qualifying facilities based on utilities' actual avoided energy prices. Calculation to actual avoided price is defined in the order as is compensation for avoided line losses.

The issue of payment to qualifying facilities for avoided capacity costs has been the subject of study and workshops in 1982 and the issues appear to be nearing resolution. Until such time as the rule on capacity credits is revised, probably in 1983, utilities and qualifying facilities are free to negotiate contracts requiring capacity payments, subject to PSC review on a case-by-case basis.

Power Plant "Need" Determination Proceedings

Since 1980, the Commission has certified the need for the following generating facility additions:

1. The Tampa Electric Company 415 megawatt net, coal-fired Big Bend Unit Number 4;

2. The Jacksonville Electric Authority/Florida Power & Light Company jointly owned, 1100 megawatt net, coal-fired St. John's River Power Park Units Number 1 and 2; and

3. The Orlando Utilities Commission/City of Lakeland/Florida Municipal Power Agency jointly owned, 415 megawatt net, coal-fired Curtis H. Stanton Energy Center Unit Number 1.

After public hearings, the PSC voted that each of these coal-fired generating units is needed whether or not the Commission's kilowatt conservation goals for the peninsular Florida utilities are achieved. The evidence was convincing that even without a kilowatt "need" in the traditional sense, the construction of these coal-fired units would most likely be cheaper than the continued base load operation of existing oil-fired generation in Florida because coal is so much cheaper than oil. The evidence in each case was also convincing that construction of these coal-fired generating units represents the most economical alternative available to bring about the displacement of high cost oil-fired generation in Florida.

Transmission Line "Need" Determination Proceedings

Since 1980, the PSC, has certified the need for the following major transmission line additions in Florida:

1. A 230 kilovolt transmission intertie with Georgia Power Company running from the City of Tallahassee's Hopkins plant to the Florida/Georgia state line

2. A 500 kilovolt transmission line running from Florida Power Corporation's new Kathleen substation to the Central Florida station a 230 kilovolt line from Kathleen to Zephyrhills; and a 230 kilovolt line from Kathleen to Lakeland West; and

3. Two 500 kilovolt transmission lines from Florida Power & Light Company's Duval substation to Poinsett.

4. Florida Power and Light's Midway-Jensen-Crane 230 Kilovolt transmission line.

The evidence was convincing that the Tallahassee interconnection to Georgia and the Duval-Poinsett transmission line, which is connected to Georgia by another transmission line will economically displace existing oil-fired generation in Florida by importing coal-by-wire. The Kathleen-Lakeland-Zephyrhills transmission line and the Midway-Jensen-Crane line were found to be needed for reliability.

Energy Broker and Superbroker

Fuel savings realized through the operation of the Energy Broker System in Florida for the twelve-month period ending July 31, 1982 reached an all-time high of $68.7 million, more than four times the savings realized in 1978, the first full year of the Energy Broker System. The $68.7 million figure is also an increase of $19.1 million over the prior year.

The Superbroker concept may be viewed as the current Schedule C method of broker operation extended to include peninsular unit commitment scheduling. Current energy broker operation requires the buying utility to have on-line generating capacity to replace the purchased megawatts should the selling utility experience a generating failure. With Superbroker operation, the backup generating capacity requirement would be assigned on a peninsular basis instead of a utility-by-utility basis. The potential savings, in dollars and oil, of assigning unit commitments on a peninsular basis, are very large. Experimental Superbroker interchanges began in October, 1982. More expansive interchange is scheduled for 1983. The Federal Energy Regulatory Commission, in conjunction with the RAND Corporation, studying the Superbroker as a possible vehicle for utility deregulation nationwide.

Annual Need Determination Hearings

The commission initiated proceedings in 1981 to establish annual hearings for the purpose of

reviewing the generation and transmission expansion plans of the Florida electric utility industry and to determine what combination of power plants, transmission lines, and other measures is likely to be required to most economically meet Florida's future electrical needs. A decision was made to split up the Annual Planning Workshop into two workshops. Load forecasts and the potential for cost effective conservation are examined at the Conservation Planning and Load Forecasting Workshop. The other phase is a Supply Side Workshop.

The proposed plan presented at the July, 1982 Supply Side Workshop included the addition of two 600 MW coal units (6/88 and 1/90) and one 400 MW coal unit in April, 1991. The proposed plan also included the certified coal and nuclear plant additions prior to 1988 and the planned coal conversions (829 MW) at TECO's Gannon Plant and FPC's Bartow Units 2 and 3. The sensitivity of the proposed plan to results in changes in the load forecast, fuel prices and one to three year delays in the in- service dates of the 3 noncertified coal units were presented. Under low and median oil and gas prices and the expected load forecast, three year delays of the in-service dates of the three coal plants showed the lowest present worth of total annual costs between 1982 and 2001. With high oil and gas prices, the proposed plan cost less than either of the delay cases. Reliability comparisons of the proposed plan with the one to three year delay of proposed coal unit additions were also examined at the supply side workshop.

Fuel and Purchased Power Cost Recovery

On March 7, 1980, the commission adopted the use of a projected levelized fuel and purchased power cost recovery clause with an explicit incentive factor. Under the new clause, a six-month levelized cost recovery factor based on projections of the utility's system operation and total system fuel expense for the six-month period was developed. Differences between projected and actual system fuel expense are reconciled by the application of a true-up provision, with interest, during the following six-month period. This new clause demonstrated a distinct improvement over the former clause because it provided a clear incentive for utilities to operate their generating units efficiently, eliminated over and under recovery of fuel expense, and reduced the monthly volatility of the fuel adjustment factor applied to the customers' bills.

Because of the procedure governing the application of the true-up provision, however, the cost recovery factor charged to utility customers was subject to frequent change. Since one of the principal objectives of the new clause was to minimize the fluctuation in the level of the cost recovery factor charged utility customers, frequent change was deemed less than desirable. On June 19, 1981, steps were taken by the commission, to modify the fuel adjustment procedure to insure that the fuel adjustment factor applicable to customers' bills changes only twice per year. The Commission also adopted the policy of requiring the thirty days notice prior to a change in the fuel adjustment factor in order that clear signals of the price of electricity would be received in advance by the consumer.

A Generating Performance Incentive Factor within the fuel adjustment clause provides utilities rewards or penalties, collected through the fuel adjustment factor, for the degree of efficiency with which they operate their power plants. Every six months targets are established for equivalent availability and heat rate for each generating unit and at the end of the period actual performance is compared to coal conversions and transmission

to the targets. For the period October, 1980 - March, 1982 the utilities involved have been granted nearly $2,850,000 in rewards through this program and have been assessed penalties of about $1,250,000.

While the annual planning workshops do not take the place of individual transmission line/power plant need determination by the Commission, the annual planning workshops provide an integral step in determining future statewide generation and transmission requirements.

Reducing Oil Generation

In 1981, testing at Florida Power & Light Company's Sanford Plant proved that coal oil mixtures are technically feasible in large power plants. Widespread use of coal oil mixtures will not be realized until there is a greater price differential between oil and coal fuels.

The Department of Energy Coal Conversion Study in Florida is nearing completion. The study will evaluate, among other things, whether it is more cost-effective to convert oil-fired generating units to coal or build new coal fired generating units soley for the purpose of displacing high cost imported oil. Tampa Electric Company is converting the Gannon Units 1-4 back to coal. Florida Power Corporation is proceeding to convert the Bartow Plant, now burning coal-oil-mix, to pulverized coal. Since the Bartow Plant, was originally designed to accommodate burning pulverized coal, the conversion is atypical of other generating units in Florida originally designed to burn oil.

The commission adopted a new rule to encourage cost-effective oil displacement projects, principally oil to coal conversions and transmission lines the primary purpose of which is to displace oil. The rule provides for cost recovery and the potential for rapid depreciation of cost-effective oil-backout projects by allowing recovery of revenue requirements normally collected, plus 2/3 of the net oil-backout savings which accrue to the utility as additional depreciation. The remaining 1/3 net savings accrue to the consumer. After the project is fully depreciated, 100% of the savings accrue to the consumer. During 1982, two projects were approved for cost recovery clause treatment. These were FPL's 500 KV transmission lines from Duval-Poinsett-Midway and Duval-Poinsett-Martin and TECO's Gannon unit coal conversion project.

Safety

The Gas Engineering Section of the Electric and Gas Department is responsible for monitoring the engineering and safety requirements of the natural gas utilities. During calendar year 1982, the Gas Engineering Section issued forty-six formal citations for safety violations and participated in three related show cause cases.

Rate Cases

Much department time during 1982 was devoted to the processing of the electric rate cases of four major investor-owned utilities in the state. The workload caused by all four utilities filing for increases in the same year was unprecedented. The commission made a decision a month on the cases in October, November, December and January, 1983. All cases were processed within the eight month statutory time-frame required.

OFFICE OF INFORMATION PROCESSING

Margaret Perry, Administrator

The Office of Information Processing is responsible for the coordination of the computer, word processing and data requirements of the commission. The office provides technical support to the commission in developing, selecting and maintaining computerized applications, software, microcomputer systems and word processing systems.

* * *

1982 saw some significant changes in information processing in the Public Service Commission. Two major areas of change were word processing and distributed processing.

In the word processing field, the commission began to fully utilize the new WANG OIS system. There are now 14 workstations and two archiving units. The disk storage has been suplemented with an additional 27 megabytes of on-line storage. A WANG Users' Group has been established to provide a forum for information sharing. Utilization of the system is very high, with each department maintaining an average of 40 documents on-line at all times.

This year, distributed processing has been introduced to the commission. After careful evaluation of many of the new micro-computer systems available, OIP chose to try out the Xerox 820-II microcomputer. Response to this new approach has been very positive as it provides the various departments with several very useful packaged capabilities as well as the option of programming a small application with very little investment of time and energy. The quick results attained have stimulated recognition of what automated information processing can provide for the Public Service Commission. Procedures were put into place to assure quality control of any significant program development and prevent loss of valuable man-hours through misdirected efforts.

These Xerox microcomputers are supported by the Florida State University Computing Center and interface with some of the PSC applications already present on the FSUCC Cyber 760 computer. The ADDS System 70 computers are totally replaced by this new resource which is far more cost-effective and yet provides much greater capabilities.

Other commission efforts which have been supported by OIP in the past year include (1) continued technical support to the Auditing and Financial Analysis Department in implementation of the computerized audit application. To date the software has been permanently installed on 6 utility computer systems and the audit team is participating in 9 current audits. (2) additional technical support to AFAD in selection of a microcomputer for the Account Balance Forecasting software as well as managing the development process that was performed by the FSUCC Applications Programming Group. (3) in depth support to the Research Department on the selection of a technique to handle the testing and use of the new conservation modeling software being designed by Arthur D. Little and Company. (4) development of an Event Tracking System (ETS) for the Case Manager's Office to automate the task of tracking the specific events associated with each of the Commission's cases. (5) programming and development support for the Research Department's contract with Economic Engineering Systems for the development of the Florida Embedded/-Marginal Cost of Service (FECOS/-FMCOS) models.

RAIL TRANSPORTATION DEPARTMENT

Rob Vandiver, Director

The primary function of the Rail Transportation Department is to make recommendations to the commission on the regulation of rail carriers. The department analyzes each rail tariff filing for consistency, timely filing and reasonableness of rates and rules. Protests and complaints from the public are considered and recommendations are made to the commission. Other departmental functions include investigation of service complaints and of maintenance of rail properties and facilities.

* * *

During 1982, commission rail regulation was reviewed by the Legislature pursuant to the regulatory Sunset Act. The review resulted in continuation of commission jursidiction over rail transportation through October 1, 1984.

The PSC adopted rules in July, 1982, to implement Chapter 82-90 of the Florida Statutes and the federal Staggers Act revising rail regulation. Florida is provisionally certified by the Interstate Commerce Commission to regulate intrastate rail rates in accordance with federal law. The commission has applied for permanent certification from the ICC.

Another change in railroad regulation during 1982 was the commission's decision to change internal procedures relating to track abandonment and to assert jurisdiction only in abandonment cases involving shipper complaints.

Railroad Filings for 1982

Tariff Filings	257
Contract Filings	12
Formal Complaints	1
Informal Complaints	10
Abandonments	5

RESEARCH DEPARTMENT

Mary Bane, Director

The Research Department is responsible for preparation of studies of policy alternatives, research to determine trends and conditions affecting public utility operations and regulations, studies on rate, electricity, productivity, finance and demand projections. The department is also responsible for in-depth analysis of current and potential problems in utility regulation, for coordinating and directing the utilization of research methods and findings in comission cases, for presenting reports regarding the results of research studies, and for preparing economic impact statements on proposed rules.

* * *

During 1982, the Research Department completed work on projects funded by the U.S Department of Energy through the Public Utility Regulatory Policies Act Grant Program. The commission now has computer software to perform studies of the cost of electric service using a time-differentiated average embedded cost methodology as well as short-run and long-run marginal cost methodologies. The marginal cost of service analysis system permits the commission to evaluate the impact of demand changes on the long-run financial status of a utility. This software package also has a cost-benefit module which will provide useful information for evaluating whether innovative ratemaking standards should be implemented by the electric utilities.

The Residential Energy Conservation Demonstration projects funded by the Florida Energy Trust Fund continued through 1982. Final reports from the eight demonstration projects were received, and two of the projects received continued funding. The Residential Conservation Demonstration Program staff monitored the demonstration projects and prepared extensive technical papers on various methods and issues affecting the implementation of conservation technologies.

The Energy Trust Fund is also supporting two major analytical studies. The first, the Simulation Study, consists of a market survey of the engineering, economic, and demographic characteristics of residential customers and their residences, and simulation of the impacts of various conservation technologies on the residential load curve for specific utilities. Simulations will be performed for an extensive set of conservation strategies and the resulting utility load curves estimated for each year of a ten year planning horizon. The market survey of the Simulation Study was completed and the software packages were developed in 1982. Utility analysis will begin in the next few months. The Simulation Study, initiated in response to a legislative mandate, is promising to have much wider impacts than originally anticipated. In response to the End-Use Rule promulgated by the commission, Florida's electric utilities contributed monies to expand the market survey portion of the study. The statistical validity of the data on a utility-specific basis increased accordingly as the number of survey points increased. Further, it is anticipated that the resulting data will be useful in validating the Florida

Model Efficiency Building Code. The second project is the Demographic Study, which examines how different demographic groups are likely to be affected by various conservation efforts. The final report of the Demographic Study was submitted in 1982 and has been through several revisions.

As some of the electric utility research projects administered by the Research Department are completed, additional projects to provide more technical support to other industry groups have been developed.

Beginning with a study of why Florida telephone rates differ from rates in other states, other projects grew out of the changing environment in telecommunications. Deregulation in this field has created new demands for technical assistance and economic analysis. Research staff have been active participants in several task forces and workshops charged with the questions of proper access fees, local exchange design and the effect of both on the customer and the economic viability of the local telephone company in the wake of recent federal decisions. The Research Department has also participated extensively in implementing commission orders regarding deregulation of various aspects of telecommunications.

involved in the development and defense of the proposed rules to regulate Contributions in Aid of Construction in the Water and Sewer industry, providing critical review of an outside consultant's study as well as internal research to support that report. Staff also participated in defending the commission's position in an administrative hearing challenge to the proposed rule.

Another major project initiated in the past year is an evaluation of existing methods of processing utility rate requests. The study, which encompasses all industry groups, will analyze current procedures, investigate alternatives, and determine if more efficient means are feasible for processing rate petitions in Florida.

With its expanded staff, the Research Department has been able to become more deeply involved in specific projects with other departments. This has resulted in fuller utilization of Research Department expertise by the industry departments and more comprehensive analysis for the Commission as a whole.

WATER AND SEWER DEPARTMENT

Dale Knapp, Director

It is the responsibility of the water and sewer department to enforce the statutes and commission rules and regulations governing the operations of privately owned water and sewer utility systems in those counties subject to PSC jurisdiction. The department is primarily involved with certification of utilities and areas of service as well as regulation of rates and quality of service.

* * *

During 1982 and in early 1983 the commission acquired jurisdiction over Highlands and Levy County water and sewer systems, increasing to 30 the number of counties regulated by the PSC. There are approximately 700 systems in the 30 counties.

In recognition of this increasing workload, the department added five positons in 1982, bringing the total number of department personnel to 41.

Statutes adopted in 1980 provided for indexing and pass through rate procedures for water and sewer companies. This simplified procedure for modest rate increase can accomplish the needed rate adjustments and avoid the need for a full rate case. The procedure came into wider use during 1982, saving an appreciable amount of staff and utility time and therefore minimizing costs passed on to customers.

To better protect customers and developers, each utility is being required to review and re-identify its service availability policies and practices and to submit newly executed service agreements. Staff is reviewing each of these for uniformity and equitable application. Service availability charges are now established or confirmed in all rate cases including staff assisted cases.

A final study was presented to the commission by Theodore Barry and Associates regarding contributions in aid of construction in the water and sewer industry. Rules have been proposed incorporating the suggestions in the consultant's study.

The commission's proposed agency action procedures were used to process a majority of rate cases during 1982. The procedure provides for the staff to make recommendations to the commission and the commision then to issue an order outlining what action it proposes to take. If anyone objects to the proposed action, a hearing can be requested. If not, the proposed action becomes effective. Under this procedure, the water and sewer staff conducts a customer meeting in the utility's service area prior to the staff recommendation in the case. The customer meeting is for staff to advise customers of the nature and reasons for the rate request and to receive comments from customers on the rates and service of the utility.

1982 Water and Sewer Cases

Rate Cases Completed	23
Rate Cases in Progress	34
Staff Assisted Rate Cases Completed	21
Staff Assisted Rate Cases in Progress	40
Certification (all types) Completed	62
Certification (all types) in Progress	92
Indexes Completed	92
Indexes in Progress	23
Pass-throughs Completed	25
Pass-throughs in Progress	5

LOCATION OF DISTRICT OFFICES

FT. LAUDERDALE (305)467-4618
Robert H. Gore Bldg.
Suite 307
201 W. Broward Blvd.
Ft. Lauderdale, Florida 33301

MIAMI (305)592-0730
8400 N.W. 52nd Street
Suite 121
Miami, Florida 33166

ORLANDO (305)423-6146
400 West Robinson Street
Suite 512
P. O. Box 1031
Orlando, Florida 32801

TAMPA (813)272-3911
Park Trammell Building
Suite 901
1313 Tampa Street
Tampa, Florida 33602

CHARTS AND TABLES

General

Organizational Chart of the Commission.....34
PSC Committee Members - NARUC.....35
Operating Statistics - Regulated Utilities.....36

Administrative

Regulatory Trust Fund Appropriations.....37
Regulatory Trust Fund Revenues.....38
Operating Budget 1977 - 1983.....39
Administration - Fiscal, Office Services, Personnel.....40

Case Load

Cases Docketed/Orders and Notices Issued 1982.....41
Case Activity Statistics - 1982.....42
Case Activity Comparison 1976 - 1982.....43
Major Rate Cases - 1982.....44

PSC Complaint Activity

Electric, Water & Sewer Industries.....45
Gas Industry.....46
Telephone Industry.....47
Telephone Industry Comparison 1981 - 82.....48

Telephone

Telephone Company Summary.....49
Percent Call Completion by Type, Area Code, Indep. or Bell.....50
Percent Call Completion by Terminating Company.....51
Return on Average Book Equity - Southern Bell.....52
Return on Average Book Equity - General Telephone.....53

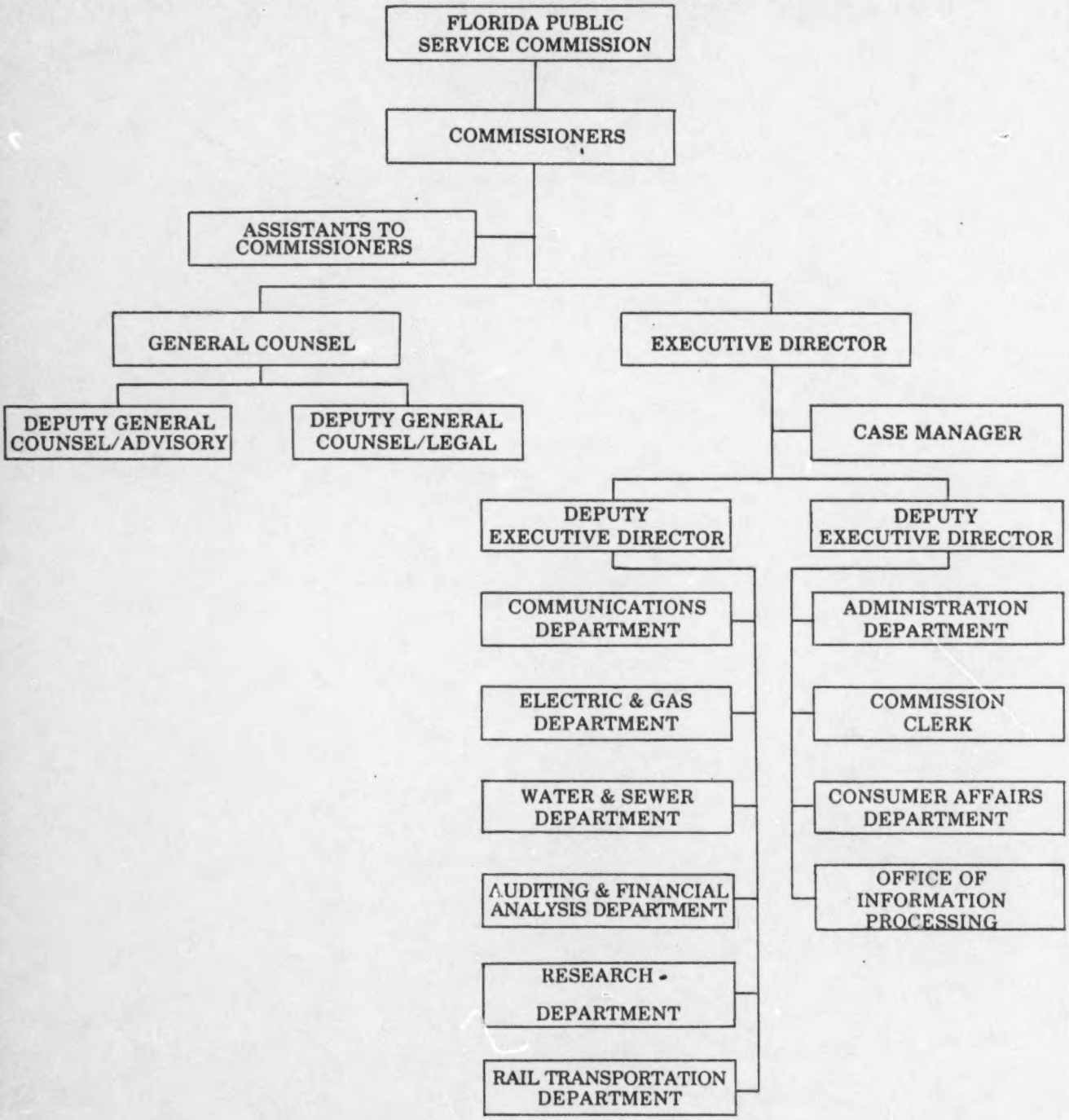
Electric

Growth and Use Statistics - Regulated Utilities.....54
Florida Annual Average KWH per Customer 1972 - 1982.....55
Residential Customer Use and Revenue Data by Regions.....56
Comparison of Electric Bills - Regulated Utilities.....57
Comparison of Electric Bills - Selected Cities Nationwide.....58
Comparison of Electric Bills - Least Expensive/Most Expensive..59
Comparison of Fuel Costs.....60
Achievement of Energy Audit Goals.....61
Utility Conservaton Programs.....62
Estimated Annual Summer Megawatt Savings.....63
Estimated Annual Winter Megawatt Savings.....64
Estimated Annual Gigawatt Hour Savings.....65
Return on Average Book Equity, MBR, and Authorized Return.....66

Gas

Typical Gas Bill Comparison.....67
Natural Gas Accidents 1971 - 1982.....68

Organizational Chart of the Commission



NARUC PARTICIPATION

The commission continued active participation in the National Association of Regulatory Utility Commissioners during 1982. The following commissioners and staff members were on NARUC committees.

COMMITTEES

Executive Committee
Joseph Cresse

Communications
Susan Leisner

Electricity
Joseph Cresse

Water
Gerald Gunter
John Marks

SUBCOMMITTEES

Accounts
Greg Follensbee, Vice Chairman

Economics
Mary Bane

Public Information
Margaret Ring

Utility Billing Practices
Richard Tudor

Consumer Affairs
George Hanna, Chairman

AT&T Divestiture
Susan Leisner, Chairman

Manufacturing & Service Affiliates
Walter D'Haeseleer

Cost Allocations
Tim Devlin

Telephone Service Quality
Billy Yates, Chairman

Electricity
Joe Jenkins

Engineering
Walter D'Haeseleer

Gas
C. Edward Mills

Water
Jim Collier
Dale Knapp

Computers
Margaret Perry

REGULATED UTILITIES
OPERATING STATISTICS 1982*

	Gross Plant in Service	Operating Revenue	Operating Revenue Deduction	Net Operating Income	End of Period Number of Customers
Electric:					
Florida Power Corporation	$ 2,740,369,000	$ 1,210,513,000	$ 1,046,941,000	$ 106,572,000	852,999
Florida Power & Light	5,854,675,000	2,940,833,000	2,519,070,000	421,762,000	2,403,000
Florida Public Utilities	17,844,000	28,868,000	22,990,000	1,377,000	16,212
Gulf Power Corporation	901,658,000	357,355,000	288,659,000	68,696,000	218,419
Reedy Creek Utilities	37,716,883	18,411,502	17,142,111	1,269,391	523
Tampa Electric Company	1,106,378,000	573,761,000	503,335,000	70,426,000	349,728
Total Electric	$10,658,640,883	$ 5,129,741,502	$ 4,398,137,111	$ 670,102,391	3,840,881
Gas:					
City Gas	$ 54,135,000	$ 38,043,000	$ 35,045,000	$ 2,998,000	79,401
Florida Public Utilities	18,128,000	25,239,000	24,298,000	94,000	32,724
Peoples Gas	144,592,000	166,179,000	136,223,000	10,463,000	169,359
All Other Gas (11)	32,585,294	47,899,610	43,791,892	3,230,650	54,502
Total Gas	$ 249,440,294	$ 277,360,610	$ 239,357,892	$ 16,785,650	335,986
Telephone:					
Central Telephone	$ 280,331,000	$ 104,793,000	$ 68,628,000	$ 36,165,000	128,582
General Telephone	2,240,741,000	886,122,000	706,076,829	180,044,792	1,186,408
North Florida Telephone	100,138,000	25,204,000	17,668,000	7,536,000	36,863
Southern Bell	6,212,504,000	2,652,067,000	1,798,490,000	462,568,000	3,127,399
United Telephone	1,231,204,000	434,892,000	280,940,000	94,692,000	614,299
All Other Telephone Companies (9)	148,757,114	49,768,512	36,637,691	10,405,059	57,941
Total Telephone	$10,213,675,114	$ 4,152,846,512	$ 2,908,440,520	$ 791,410,851	5,151,492

*Unaudited figures

REGULATORY TRUST FUND
APPROPRIATIONS 1977-83

	APPROPRIATION	
FISCAL YEAR	POSITIONS	AMOUNT
1977-78	374	$ 7,596,628
1978-79	403	8,249,238
1979-80	434	9,699,416
1980-81	361	10,249,676*
1981-82	322	12,124,437**
1982-83	332	11,287,379

NOTE: The amounts reflect the Commission's actual appropriation except for the two years explained by footnotes.

* Reflects transfer of transportation positions and budget to the Department of Transportation.

** Reflects reduction of positions and budget resulting from Sunset Review by the Legislature.

REGULATORY TRUST FUND REVENUES
FISCAL YEAR ENDED JUNE 30, 1982

Recording Fees	$ 78,053.00
Utilities Filing Fees	101,815.00
Transportation Tax	-0-
Utilities Regulatory Tax	9,697,363.00
Misc. Revenue	440.00
Refunds and Cancellations	4,903.00
Interest Income	2,715,146.00
U. S. Grants	70,947.00
Plant Site Certifications	12,415.00
TOTAL	$12,681,082.00

OPERATING BUDGET 1977-1983

	Approved Positions	Approved Operating Budget
1977-78	370	$ 7,596,628
1978-79	403	8,249,238
1979-80	434	10,407,817
1980-81	361	10,249,676*
1981-82	322	12,124,437**
1982-83	332	10,687,264

NOTE: The amounts reflect the Commission's actual July 1 Budget except for the two years explained by footnotes.

* Reflects transfer of transportation positions and budget.

** Reflects reduction of positions and budget resulting from Sunset Review by Legislature.

Fiscal Section

The following workload statistics indicate the activity in the major functions of the Fiscal Section:

	1979	1980	1981	1982
Number of Invoices Processed	3,705	4,383	2,211	2,786
Accounting Transactions	21,885	23,222	21,955	21,024
Travel Vouchers	5,146	5,015	3,935	3,898
Payroll Change Orders:				
Regular Employees	1,685	1,690	2,330	1,818
Overtime	57	161	153	122
Law Enforcement Incentive	135	67	1	0
OPS	187	266	157	116
Professional & Technical Service Consultant Contracts	9	24	46	57

Offices Services Section

Building Leases Transacted	7
Purchase Orders Issued	861
Special Orders Processed	944
Supply Orders Processed	488
Notices of Delinquent Telephone Credit Card Call Slips	389
Notices of Delinquent Telephone DDD Call Slips	106
Photocopy Requisitions Processed	3,795
Photocopies Produced (Print Shop)	3,171,438
Pieces of Outgoing Regular Mail Processed	169,683
Pieces of Special Service Mail Processed	825
Postage Used (Meter)	$53,660
Supply Requisitions Filled	451

Personnel Office

Listed below is a summary of personnel action during 1982:

New Employees	64
Terminations	51
Promotions	56
Pay Adjustments	333
Reassignments	14
Others	218
TOTAL	736

CASES DOCKETED FOR YEAR 1982

Administrative & PU	19
Electric	69
Gas	21
Energy	17
Telephone	133
Railroad	12
Water	104
Sewer	34
Water & Sewer	146
TOTAL	555

ORDERS AND NOTICES ISSUED 1982

Orders	982
Notices	267

CASES APPEALED TO COURTS

Electric	10
Telephone	4
Water & Sewer	8
Transportation	1
TOTAL	23

Case Activity Statistics -- January 1982 - December 1982

END OF --->	Jan. 1982	Feb. 1982	Mar. 1982	Apr. 1982	May 1982	June 1982	July 1982	Aug. 1982	Sept. 1982	Oct. 1982	Nov. 1982	Dec. 1982
All Cases Beg. Pd.	416	442	460	493	493	498	485	482	490	494	489	503
New Cases	48	42	69	41	31	36	35	53	48	39	51	62
Restored Cases	1	1	0	1	2	2	0	5	0	4	2	1
Closed Cases (subtract)	23	25	36	42	28	51	38	50	44	48	39	61
All Cases End Pd.	442	460	493	493	498	485	482	490	494	489	503	505
Active	396	419	454	457	460	442	438	447	452	448	391	395
Litigation	22	21	21	22	25	25	23	23	17	24	24	23
Monitor	24	20	18	14	13	18	21	20	25	17	30	29
Conservation*											58	58
Total All	442	460	493	493	498	485	482	490	494	489	503	505
Ages of Cases												
<6 months	160	174	192	203	207	202	179	184	209	184	174	195
>6 months & < 1 year	89	88	98	92	92	83	100	100	91	108	126	98
>1 year & < 2 years	129	135	130	128	129	131	135	143	139	143	92	98
>2 years & < 3 years	28	28	31	25	26	27	26	24	21	22	79	82
>3 years & < 4 years	23	22	29	29	28	28	28	25	20	18	18	13
>4 years & < 5 years	6	7	5	9	10	9	9	10	10	8	7	12
>5 years & < 6 years	4	3	4	4	3	3	3	1	1	3	4	4
>6 years & < 7 years	1	1	2	1	1	0	0	1	1	1	1	1
>7 years & < 8 years	1	1	1	1	1	1	1	1	1	0	0	0
>8 years	1	1	1	1	1	1	1	1	1	2	2	2
	442	460	493	493	498	485	482	490	494	489	503	505
Cases > 2 Years Old												
Active	46	49	56	56	52	50	45	42	36	35	34	35
Litigation	11	10	10	11	11	13	12	10	11	11	11	13
Monitor	7	4	7	3	7	6	11	11	18	8	9	9
Conservation*											57	57
Total	64	63	73	70	70	69	68	63	55	54	111	114

*Conservation cases are the utilities' plans implementing the Florida Energy Efficiency and Conservation Act (FEECA); these are reported separately beginning November '82.

CASE ACTIVITY 1976 - 1982

	Cases Docketed Calendar Year	Cases Pending January	Cases Active During Year	Cases Pending December	Number Closed	Orders Issued
1976	882	474	1,356	656	700	1,214
1977	1,001	656	1,657	744	913	1,365
1978	1,032	744	1,776	828	948	1,359
1979	1,067	828	1,895	731	1,233	1,822
1980	779	731	1,559	384	1,175	1,186
1981	485	416	918	416	502	791
1982	555	442	990	505	485	982

MAJOR FLORIDA RATE CASES - 1982

Electric

Company	Requested	Granted	Effective
Tampa Electric Company	$124,894,000	$ 61,971.000	11/82
Florida Power & Light	281,000,000	100,805,000	12/82
Gulf Power	36,944,000	3,366,000	1/83
Florida Power Corp.	169,225,000	111,716,000	2/83

Gas

Company	Requested	Granted	Effective
Central Florida	$ 962,567	$ 582,222	2/82
Peoples Gas	15,793,907	10,836,670	3/82
So. Fla. Natural Gas	211,907	168,471	4/82
Plant City Gas	318,330	210,559	11/82
City Gas	505,152	494,180	11/82

Telephone

Company	Requested	Granted	Effective
North Florida Telephone	$ 3,988,066	$ 870,000	6/82
Florida Telephone	24,267,466	7,944,751	7/82
United Telephone	18,598,170	2,598,170	7/82
Quincy Telephone	1,247,195	611,921	7/82
Orange City Telephone	650,216	332,950	7/82
Continental Telephone	1,038,494	325,000	9/82
Southland Telephone	37,749	37,749	10/82

1982 COMPLAINT ACTIVITY

ELECTRIC AND WATER & SEWER INDUSTRIES

	Complaints Logged							Justification			
	Service	Billing or Rates	Other	1982 total	1981 total	% change	Complaints per 1000 customers	Yes	No	Some	Total Closed
FLORIDA POWER CORPORATION	122	189	105	416	531	↓ 22%	.518	87	236	85	408
FLORIDA POWER AND LIGHT	582	1427	581	2590	3039	↓ 16%	1.133	540	1547	540	2627
FLORIDA PUBLIC UTILITIES	1	3		4	5	↓ 20%	.258	3	3		6
GULF POWER CO.	30	45	16	91	107	↓ 15%	.431	12	52	22	86
TAMPA ELECTRIC CO.	50	175	64	289	352	↓ 18%	.871	71	175	52	298
INDUSTRY TOTAL	785	1839	766	3390	4094	↓ 17%		713	2013	699	3425
PERCENTAGES	23%	54%	23%					21%	59%	20%	
WATER & SEWER	54	104	21	179	180			59	81	46	186
PERCENTAGES	30%	58%	12%			↓		32%	43%	25%	
TOTAL PAGES 1 - 3	4999	3797	2091	10,887	11,829	↓ 8%		4164	4126	2492	10, 782
OTHER INQUIRIES				48,652	66,516	↓ 27%					

1982 COMPLAINT ACTIVITY

GAS INDUSTRY

	Complaints Logged							Justification			
	Service	Billing or Rates	Other	1982 total	1981 total	% change	Complaints per 1000 customers	Yes	No	Some	Total Closed
CENTRAL		2		2	4	↓ 50%	.482		3		3
CITY	26	57	31	114	140	↓ 19%	1.484	28	58	27	113
FLORIDA PUBLIC UTILITIES	6	4	2	12	14	↓ 14%	.381	4	5	2	11
GAINESVILLE	1	2		3	3	none	.234		3		3
GULF	1	3	1	5	8	↓ 38%	.347	3	3	2	8
MILLER		3	1	4	17	↓ 77%	.764	1	2	2	5
PEOPLES	52	185	34	271	191	42% ↑	1.566	78	126	56	260
SEA COAST	1		1	2	-	↑	.861	1	1		2
ST. JOSEPH	1	1	1	3	-	↑	1.438	1	1		2
SOUTHERN	2	1		3	7	↓ 57%	.641		3	1	4
SOUTH FLORIDA		2		2	3	↓ 33%	.640	1	1	1	3
TIMBERLAND	1		2	3	5	↓ 40%	3.240		2		2
INDUSTRY TOTAL	91	260	73	424	392	8% ↑		117	208	91	416
PERCENTAGES	22%	61%	17%					28%	50%	22%	

1982 COMPLAINT ACTIVITY

TELEPHONE INDUSTRY

	Complaints Logged						Complaints per 1000 customers	Justification			
	Service	Billing or Rates	Other	1982 total	1981 total	% change		Yes	No	Some	Total Closed
CENTRAL	155	62	44	261	281	↓ 7%	1.889	134	61	56	251
CONTINENTAL	29	4	10	43	46	↓ 6%	3.007	23	10	11	44
FLORALA	2		3	5	12	↓58%	3.479	1	2	1	4
FLORIDA	109	36	24	169	130	30% ↑	.867	67	54	38	159
GENERAL	791	280	273	1344	1530	↓ 12%	1.181	724	334	284	1342
GULF				-	3	↓100%	-				-
INDIANTOWN	1			1	1	none	.652	1			1
N.E. FLORIDA	4	2		6	6	none	1.605	4	1	2	7
NORTH FLORIDA	42	19	7	68	79	↓ 14%	1.912	26	23	15	64
ORANGE CITY	13	1	1	15	82	↓ 82%	1.660	6	4	4	14
QUINCY	14	2	1	17	16	6% ↑	2.366	11	5	2	18
ST. JOSEPH	33	2	5	40	41	↓ 2%	2.482	25	9	8	42
SOUTHERN BELL	2606	1120	810	4536	4700	↓ 4%	1.607	2074	1255	1167	4496
SOUTHLAND	2			2	3	↓ 3%	1.165			1	1
UNITED	101	41	33	175	195	↓ 10%	.639	99	38	36	173
WINTER PARK	167	25	20	212	38	458% ↑	2.212	80	28	31	139
INDUSTRY TOTAL	4069	1594	1231	6894	7163	↓ 4%		3275	1824	1656	6755
PERCENTAGES	59%	23%	18%					48%	27%	25%	

TELEPHONE INDUSTRY COMPARISON
1981 and 1982

	1981 COMPLAINTS PER 1000 MAIN STATIONS AND TRUNKS	1982 COMPLAINTS PER 1000 MAIN STATIONS AND TRUNKS	1981 JUSTIFIED COMPLAINTS PER 1000 MAIN STATIONS & TRUNKS	1982 JUSTIFIED COMPLAINTS PER 1000 MAIN STATIONS & TRUNKS	1981		1982	
					% OF TOTAL MAIN STATIONS	% OF INDUSTRY COMPLAINTS	% OF TOTAL MAIN STATIONS	% OF INDUSTRY COMPLAINTS
CENTRAL	2.10	1.89	1.06	.97	2.92	3.92	2.90	3.79
CONTINENTAL	3.36	2.11	2.19	1.13	.43	.64	.43	.62
FLORALA	8.61	3.48	2.15	.70	.03	.17	.03	.07
FLORIDA	.73	.87	.35	.34	3.89	1.82	4.09	2.45
GENERAL	1.39	1.18	.99	.64	23.96	21.36	23.87	19.50
GULF	.52	0	0	0	.13	.04	.12	0
INDIANTOWN	.66	.65	1.32	.65	.03	.02	.03	.02
NORTHEAST FLORIDA	1.69	1.61	.28	1.07	.08	.08	.08	.09
NORTH FLORIDA	2.35	1.91	1.25	.73	.73	1.10	.75	.99
ORANGE CITY	10.25	1.66	9.00	.66	.17	1.15	.19	.22
QUINCY	2.30	2.37	.72	1.53	.15	.22	.15	.25
ST. JOSEPH	2.65	2.48	1.49	1.55	.34	.57	.34	.58
SOUTHERN BELL	1.72	1.61	1.07	.74	59.59	65.62	59.21	65.80
SOUTHLAND	1.86	1.17	.62	0	.03	.04	.04	.03
UNITED	.78	.64	.50	.36	5.49	2.72	5.75	2.54
WINTER PARK	.42	2.21	.19	.84	1.98	.53	2.01	3.08

Note: Number of main stations and trunks as of January 1 in that year, including Vista Florida and South Georgia. (There was no complaint activity [redacted] inside cable[redacted]

Telephone Company Summary

Company	Number of Florida Exchanges	Florida Access Line	Percent of State Total	Access Line Percent Growth from Previous Year
Central	20	149,202	2.89	5.04
Continental	15	21,161	.41	2.79
Florala	2	1,425	.03	(.84)
Florida	34	204,464	3.96	6.65
General	24	1,177,713	22.82	2.78
Gulf	2	5,979	.12	2.42
Indiantown	1	1,593	.03	3.85
Northeast Florida	2	3,980	.08	6.45
North Florida	26	37,273	.72	4.47
Orange City	1	9,725	.19	7.66
Quincy	3	7,205	.14	0.26
St. Joseph	14	16,610	.32	3.08
South Georgia	-	54	.00	(1.82)
Southern Bell	100	3,127,399	60.60	8.79
Southland	2	2,274	.04	0.84
United	30	290,129	5.62	7.35
Vista-United	1	1,955	.04	19.65
West Florida*	-	-	-	-
Winter Park	1	102,232	1.98	6.65
Totals	278	5,160,373	100.00	6.94

*Included in Continental

Telephone Service Evaluation Results

A summary of the service evaluation results in percent of call completions for the period 1978-82 is as follows:

	1978	1979	1980	1981	1982
Intra-Office Calls	99.6%	99.7%	99.4%	99.6%	99.6%
Intra-Office Calls	99.8	98.8	99.6	98.9	100.0
Extended Area Service	99.1	98.6	99.0	99.1	99.1
DDD-Company[1]	97.9	98.1	97.5	98.3	94.6
DDD-State[1]	96.4	96.4	95.0	96.8	96.7

[1] Direct Distance Dialing

Viewing these results on an area code terminating basis reflects the following:

Area Code	1978	1979	1980	1981	1982
305	97.1%	96.3%	95.7%	97.3%	96.6%
813	97.1	97.6	96.2	97.7	97.2
904	96.4	96.6	95.9	96.9	96.3

Likewise, analysis of portions of this data on Independent Company vs. Bell System basis results in the following:

	1978	1979	1980	1981	1982
Independent	96.6%	96.3%	95.9%	96.6%	96.7%
Southern Bell	97.1	96.5	95.9	97.1	96.8

A summary of call completions by terminating companies is shown in the following chart for the period 1978 through 1982.

Percent Call Completion Summary by Terminating Company

Company	1978 Calls	1978 %	1979 Calls	1979 %	1980 Calls	1980 %	1981 Calls	1981 %	1982 Calls	1982 %
Central - CTC	3103	94.3	8380	96.1	2377	94.8	7959	95.0	1698	96.6
Continental - CTS	1307	96.3	2822	96.7	1140	96.0	2637	97.1	1389	97.0
Florala - FAT	205	94.6	444	97:5	124	92.7	312	96.8	85	94.1
Florida - FTC	4144	96.7	6352	96.3	3181	96.0	6576	96.5	1984	95.2
General - GTE	10593	97.4	14267	96.6	8950	96.6	31540	97.3	9194	97.6
Gulf - GUT	263	98.9	456	98.2	192	94.8	402	96.3	80	96.2
Indiantown - INT	146	100.0	170	97.1	63	92.1	167	95.8	41	82.9
Northeast - NEF	151	99.3	292	97.6	142	96.5	195	93.8	51	90.2
North Florida - NFT	4079	97.2	4679	96.4	1887	96.2	5292	97.1	3577	97.3
Ornage City - OCT	374	94.9	783	95.7	246	95.5	707	95.5	126	97.6
Quincy - QUT	563	97.2	1290	95.6	429	93.5	876	94.1	155	90.3
St. Joseph - SJT	1276	94.5	2735	95.7	809	94.7	2750	96.4	646	95.8
Southern Bell - SBT	14513	95.9	60596	96.5	7794	92.3	57792	97.1	14317	96.8
South Gerogia - SGT	299	97.0	673	96.7	242	97.5	272	96.0	64	93.8
Southland - SOT	393	95.2	823	95.0	376	96.3	622	95.7	122	93.4
United - UTS	4021	96.1	6810	96.1	3196	94.9	7677	96.4	2507	95.9
Vista-United - VFT	298	96.0	644	96.3	222	95.5	416	97.8	94	95.7
West Florida - WFT	413	97.1	805	96.8	317	95.9	610	96.1	79	96.2
Winter Park - WPT	1203	96.2	2461	97.7	758	95.1	3025	95.8	740	92.8
Totals	47344	96.4	115482	96.4	32445	95.0	129827	96.8	36949	96.7

RETURN ON AVERAGE BOOK EQUITY

SOUTHERN BELL

YEAR	RETURN	AT&T (MBR)
1960	8.5%	---
1961	8.6	---
1962	8.9	---
1963	8.9	---
1964	9.0	---
1965	9.1	---
1966	9.6	---
1967	9.2	1.43X
1968	8.1	1.30
1969	8.9	1.27
1970	7.8	1.08
1971	8.5	1.05
1972	9.1	1.02
1973	9.6	1.04
1974	8.5	.92
1975	9.2	.93
1976	10.2	1.07
1977	11.2	1.10
1978	12.1	1.03
1979	12.6	.94
1980	14.5	.78
1981	12.4	.82
1982	n/a	.83

Source: Moody's Public Utility Manuals
Value Line Investment Survey

RETURN ON AVERAGE BOOK EQUITY

GENERAL TELEPHONE COMPANY

YEAR	RETURN	GTE (MBR)
1960	7.7%	---
1961	5.6	---
1962	6.4	---
1963	7.6	---
1964	11.7	---
1965	8.9	---
1966	10.6	---
1967	9.7	3.65X
1968	9.4	2.95
1969	10.7	2.15
1970	10.8	1.50
1971	11.9	1.65
1972	10.6	1.44
1973	12.0	1.28
1974	7.2	.98
1975	6.8	.97
1976	9.4	1.19
1977	12.1	1.23
1978	12.4	1.12
1979	13.0	1.01
1980	13.9	.90
1981	16.8	1.00
1982	n/a	1.23

Source: Moody's Public Utility Manuals
Value Line Investment Survey

INVESTOR-OWNED
ELECTRIC UTILITIES
GROWTH AND USE STATISTICS
December 31, 1982

	Average Residential Consumption For	Percent Gain in Average Residential Consumption	Residential Customers as of 12/31	Average Residential Revenue Per KWH Sold	Percent Gain In Residential Customers	Retail Operating Revenue	Percent Increase In Operating Revenue
Florida Power Corporation	9,964	(7.38)	766,275	7.44	3.35	$1,018,283,048	(2.69)
Florida Power & Light Company	10,757	(4.09)	2,151,239	6.91	2.81	2,889,462,270	.21
Florida Public Utilities Company							
Fernandina	10,696	(6.37)	6,184	7.34	5.09	12,581,881	(4.23)
Marianna	9,719	(6.23)	7,560	6.78	2.32	10,320,395	(14.68)
Gulf Power Company	12,169	(3.35)	196,636	6.68	3.47	317,132,468	9.90
Reedy Creek Utilities Company, Inc.	27,618	(5.72)	221	5.95	-0-	18,411,502	33.9
Tampa Electric Company	11,646	(8.35)	309,622	6.83	3.09	573,760,712	(6.72)

Parentheses denote negative amount.

1972-1982

FLORIDA ANNUAL AVERAGE KWH PER CUSTOMER

Residential Electric Service - All Schedules

Year	FP&L	FPC	TECO	GULF	FPU-M[1]	FPU-F[2]	RCU[3]
1972	11367	10277	11657	11826	8610	9182	N/A
1973	12024	11459	12852	12638	9264	10198	17000
Change 73/72	6%	12%	10%	7%	8%	11%	N/A
1974	11215	9758	12118	12212	9340	9276	16366
Change 74/73	(7%)	(15%)	(6%)	(3%)	1%	(9%)	(4%)
1975	11127	9701	12150	12187	9575	9785	20177
Change 75/74	(1%)	(1%)	0%	0%	3%	5%	23%
1976	10968	9932	11952	12913	9952	10206	20939
Change 76/75	(1%)	2%	(2%)	6%	4%	4%	4%
1977	11370	10604	12590	13220	10568	10950	23635
Change 77/76	4%	7%	5%	2%	6%	7%	13%
1978	11790	10895	12792	13341	10757	11396	24239
Change 78/77	4%	3%	2%	1%	2%	4%	3%
1979	11354	10496	12271	12868	10217	11199	27056
Change 79/78	(4%)	(4%)	(4%)	(4%)	(5%)	(2%)	17%
1980	11473	10643	12384	12959	10720	11189	28306
Change 80/79	1%	1%	.9%	.7%	5%	(.09%)	5%
1981	11216	10758	12708	12591	10365	11424	29294
Change 81/80	(2.2%)	(1.1%)	2.6%	(2.8%)	(3.3%)	2.1%	3.5%
1982	10757	9964	11646	12169	10696	9719	27618
Change 82/81	(4.1%)	(7.4%)	(8.6%)	(3.4%)	3.2%	(14.9%)	(5.7%)
Change 82/72	(5.4%)	(3.0%)	(0.1%)	2.9%	24.2%	5.8%	N/A

[1]Florida Public Utilities Company - Marianna Division
[2]Florida Public Utilities Company - Fernandina Division
[3]Reedy Creek Utilities

CUSTOMER USE AND REVENUE DATA

RESIDENTIAL

1981

REGION	AVERAGE ANNUAL USE KWH	AVERAGE ANNUAL BILL $	AVERAGE REVENUE/KWH ¢
New England			
Total Electric Industry	6,425	550.60	8.57
Investor-owned	6,432	528.57	8.22
Middle Atlantic			
Total Electric Industry	6,281	505.29	8.04
Investor-owned	6,230	507.68	8.15
East North Central			
Total Electric Industry	7,730	460.16	5.95
Investor-owned	7,495	449.55	6.00
West North Central			
Total Electric Industry	8,656	473.89	5.47
Investor-owned	7,801	434.73	5.57
South Atlantic			
Total Electric Industry	10,848	637.76	5.88
Investor-owned	10,797	631.18	5.85
East South Central			
Total Electric Industry	12,413	600.34	5.78
Investor-owned	10,686	580.19	5.43
West South Central			
Total Electric Industry	11,320	654.38	5.78
Investor-owned	11,682	631.18	5.40
Mountain			
Total Electric Industry	8,674	457.39	5.27
Investor-owned	8,338	436.45	5.23
Pacific			
Total Electric Industry	8,338	384.22	4.58
Investor-owned	7,601	404.34	5.32
Alaska & Hawaii			
Total Electric Industry	8,383	747.19	8.91
Investor-owned	7,601	793.34	10.44
Total United States			
Total Electric Industry	8,863	522.24	5.89
Investor-owned	8,311	514.38	6.19
Florida			
Total Electric Industry	11,103	766.10	6.90
Investor-owned	11,368	770.24	6.78

Source: Edison Electric Institute, Statistical Year Book.

INVESTOR-OWNED

TYPICAL ELECTRIC UTILITIES BILL COMPARISON

Residential Service*
December 31, 1982

	Minimum Bill or Customer Charge $	100 KWH $	250 KWH $	500 KWH $	750 KWH $	1000 KWH $	1500 KWH $
Florida Power Corporation	5.21	11.75	21.56	37.88	54.21	70.50	103.41
Florida Power & Light Company	5.15	10.99	19.76	34.36	48.97	66.08	100.29
Florida Public Utilities Company							
Fernandina Division	2.50	10.00	21.25	40.00	58.76	77.51	115.02
Marianna Division	5.00	11.57	21.43	37.86	54.30	70.73	103.60
Gulf Power Company**	5.00	11.04	20.11	35.22	50.34	65.46	95.68
Reedy Creek Utilities Co., Inc.	2.85	9.32	19.01	35.17	51.33	67.50	99.82
Tampa Electric Company	6.00	12.60	22.50	38.99	55.49	71.98	104.97

*Excluding Local Taxes

**Summer/Winter Rates in effect - Winter Rates are shown.

NOTE: December 1982 Fuel Adjustments are included.

NATIONWIDE ELECTRIC RATES

CITY/UTILITY	PRICE - 1000 KWH*
New York, NY - Consolidated Edison Co. #	$134.14
San Diego, CAL - San Diego Gas & Electric Co. #	125.76
KEY WEST, FL - City of Key West Board +	102.76
Boston, Mass. - Boston Edison Co. #	94.29
Philadelphia, PA - Philadelphia Electric Co. #	90.53
Delaware - Delmarva Power & Light #	84.96
Southeastern Michigan - Detroit Edison Co. #	84.57
Northeast Ohio - Cleveland Electric Illum. Co. #	82.98
SEBRING, FL - Sebring Utilities Commission +	82.12
VERO BEACH, FL - City of Vero Beach +	81.05
Atlantic City, NJ - Atlantic City Electric Co. #	81.00
Chicago & Northern Ill. - Commonwealth Edison Co.#	78.01
OCALA, FL - City of Ocala +	76.45
TAMPA, FL - Tampa Electric Company #	75.06
TALLAHASSEE, FL - City of Tallahassee +	74.35
Southern California - Southern California Edison #	73.59
ST. PETERSBURG, FL - Florida Power Corp. #	72.60
BARTOW, FL - City of Bartow +	71.07
MIAMI, FL - Florida Power & Light Company #	68.56
PENSACOLA, FL - Gulf Power Company #	68.08
JACKSONVILLE, FL - Jacksonville Electric Auth. +	67.80
Richmond, VA - Virginia Electric & Power Co. #	67.50
Houston, TX - Houston Lighting & Power Co. #	66.64
Los Angeles, CAL - Dept. of Water & Power +	66.30
ORLANDO, FL - Orlando Utilities Commission +	65.93
Dallas, TX - Dallas Power & Light Company #	65.85
Phoenix, AZ - Arizona Public Service Co. #	64.86
Mississippi - Mississippi Power Company #	64.70
LAKELAND, FL - City of Lakeland +	64.27
Baltimore, MD - Baltimore Gas & Electric Co. #	61.72
Charlotte, NC - Duke Power Company #	59.45
GAINESVILLE, FL - Gainesville Regional Utilities +	58.23
San Francisco, CAL. - Pacific Gas & Electric #	57.37
Atlanta, GA - Georgia Power Company #	52.22
Memphis, TN - Memphis Light, Gas & Water +	47.58
Albany, GA - Water, Gas & Light Commission +	42.67
Sacramento, CA - Sacramento Municipal Util. Dist. +	34.05
Seattle, WA - Seattle City Light +	27.16

+ City Utility
# Investor-Owned Utility

*Residential rate including fuel adjustment and franchise fee, if applicable, for January, 1983.

Source: Jacksonville Electric Authority Survey

NATIONWIDE ELECTRIC RATES

25 Most Expensive Service Territories

City	State	Name of Company	1500 KWH* Total Cost	Average Cost (¢ per KWH)	Ranking
New York,	New York	Consolidated Edison of New York	$228.88	15.26	1
Lihue,	Hiwaii	Kauai Electric	226.68	15.11	2
Nantucket,	Massachusetts	Nantucket Electric	209.03	13.94	3
Wailuku,	Hawaii	Maui Electric	207.79	13.85	4
Middletown,	New York	Orange & Rockland Utilities	205.68	13.71	5
Honolulu,	Hawaii	Hawaiian Electric	184.74	12.32	6
Hilo,	Hawaii	Hawaii Electric Light	178.54	11.90	7
Long Island,	New York	Long Island Lighting	175.16	11.68	8
San Diego,	California	San Diego Gas & Electric	173.19	11.55	9
Ramsey,	New Jersey	Rockland Electric	162.69	10.85	10
Wilmington,	Delaware	Delmarva Power & Light	155.79	10.39	11
Bridgeport,	Connecticut	United Illuminating	155.55	10.37	12
Chincoteague,	Virginia	Delmarva Power & Light	153.60	10.24	13
Pouqhkeepsie,	New York	Central Hudson Gas & Electric	152.84	10.19	14
Fitchburg,	Massachusetts	Fitchburg Gas & Electric Light	148.68	9.91	15
Manchester,	New Hampshire	Public Service of New Hampshire	148.54	9.80	16
Boston,	Massachusetts	Boston Edison	148.42	9.89	17
Philadelphia,	Pennsylvania	Philadelphia Electric	144.48	9.63	18
Manchester,	Massachusetts	Manchester Electric	143.53	9.57	19
Dover,	New Jersey	Jersey Central Power & Light	142.78	9.52	20
Chicago,	Illinois	Commonwealth Edison	142.76	9.52	21
Elkton,	Maryland	Conowingo Power	141.14	9.41	22
Hartford,	Connecticut	Hartford Electric Light	140.66	9.38	23
Brockton,	Massachusetts	Eastern Edison	138.93	9.26	24
Cleveland,	Ohio	Cleveland Electric Illuminating	138.60	9.24	25

* Total Cost - 500 KWH per month (June '82, July '82, August '82)

25 Least Expensive Service Territories

City	State	Name of Company	1500 KWH* Total Cost	Average Cost (¢ per KWH)	Ranking
Noxon,	Montana	Washington Water	30.00	2.00	218
Kalispell,	Montana	Pacific Power & Light	32.70	2.18	217
Spokane,	Washington	Washington Water Power	34.15	2.28	216
Yakima,	Washington	Pacific Power & Light	41.78	2.79	215
Bellevue,	Washington	Puget Sound Power & Light	42.76	2.85	214
LaGrande,	Oregon	CP National	44.07	2.94	213
Ontario,	Oregon	Idaho Power	45.48	3.03	212
Lewiston.	Idaho	Washington Water Power	45.75	3.05	211
Portland,	Oregon	Pacific Power & Light	46.17	3.08	210
Cheyenne,	Wyoming	Cheyenne Light, Fuel & Power	47.91	3.19	209
Portland,	Oregon	Portland General Electric	50.57	3.37	208
Billings,	Montana	Montana Power	51.42	3.43	207
Siskiyou County,	California	Pacific Power & Light	54.03	3.60	206
Casper,	Wyoming	Pacific Power & Light	58.56	3.90	205
Franklin,	North Carolina	Nantahala Power & Light	63.30	4.22	204
Boise,	Idaho	Idaho Power	64.60	4.31	203
Rexburg,	Idaho	Utah Power & Light	70.82	4.72	202
Gravette,	Arkansas	Empire District Electric	72.51	4.83	201
Rapid City,	South Dakota	Black Hills Power & Light	73.25	4.88	200
Ashland,	Kentucky	Kentucky Power	75.12	5.01	199
Flint,	Michigan	Consumer's Power	77.48	5.17	198
North Sioux City,	South Dakota	Idaho Public Service	78.21	5.21	197
Las Vegas,	Nevada	Nevada Power	78.30	5.22	196
Kingsport,	Tennessee	Kingsport Power	78.59	5.24	195
Marietta,	Ohio	Monongahela Power	79.02	5.27	194

* Total Cost - 500 KWH per month (June '82, July '82, August '82)

Source: Data submitted to the NARUC by its member State Commissions.

FUEL COST PER UNIT AS PURCHASED*

	Heavy Oil		Light Oil		Coal		Natural Gas	
	$/Bbl	¢/Kwh	$/Bbl	¢/Kwh	$/Ton	¢/Kwh	$/McF	¢/Kwh
1974	11.10	1.79	12.27	3.59	16.70	0.73	0.60	0.66
1975	11.58	1.87	12.76	3.74	23.39	1.02	0.74	0.81
1976	11.34	1.83	13.63	3.99	25.52	1.12	0.85	0.94
1977	13.27	2.14	15.00	4.40	29.38	1.29	0.88	0.97
1978	12.30	1.98	15.49	4.54	34.63	1.52	1.04	1.14
1979	18.23	2.94	29.40	8.62	38.43	1.68	1.20	1.32
1980	23.36	3.77	33.23	9.74	42.61	1.86	1.31	1.44
1981	28.32	4.75	46.67	8.32	53.23	2.32	2.15	2.84
1982	27.73	4.73	51.27	12.76	56.69	2.44	2.21	2.39

*FP&L, FPC, GULF, and TECO

Sources: 1974-1980 FPC Form 423 as compiled by the Department of Energy in the Cost and Quality Annuals.

1981-1982 Monthly Fuel Adjustment Filings, Schedule A-6

ACHIEVEMENT OF ENERGY AUDIT GOALS

Several of the twelve PUPRA utilities have exceeded the audit goals established as their pro rata share of the statewide audit goal. The audit goals and the utilities' performance through September 1982 are presented in the following table.

	Utility	Audit Goals vs.	Actual Audits	% Achieved
Investor Owned	FPL	81,254	98,350	121.11%
	FPC	29,709	44,693	150.44%
	GULF	10,560	9,877	93.53%
	TECO	13,576	15,107	111.28%
Municipals	GVL	1,610	2,704	167.95%
	JEA	9,893	4,348	43.95%
	LAK	2,765	1,307	47.27%
	OUC	3,886	2,370	60.99%
	TAL	2,108	1,824	86.53%
Co-ops.	CLAY	2,653	3,771	142.14%
	LEE	2,460	2,012	81.79%
	WITH	1,715	240	13.99%
Total for State (PURPA)		162,189	186,603	115.05%

Utility Conservation Programs

	FPC	FPL	GPC	TECO	GVL	JEA	LKLD	OUC	TALL	CLAY	LEE	WITH
Mandatory TOU Rates		*										
Load Management												
- Central A/C	*	P		*	P	P			P	*	P	P
- Heat Pump	*			*		P			P	*	P	P
- Strip Heat	*	P		*	P	P			P	*	P	P
- Water Heating	*	P		*	P	P	*		P	*	P	P
- Pool Pump (Res.)	*											
- Pool Pump (Comm.)	*											
New Homes												
- Central A/C Rebates/Loan			*	*								
- Central Heat Pump Rebates/Loan			*	*								
- Strip Heat Ban							P		P			
- Service Availability with Credit		P										
- Non Strip Water Heating Rebates/Loan												
- Energy Performance Index Rebates/Loan	*		*									
- Specific Utility Logo Promotion	*	*	*	*	*	*				*	*	
Existing Homes												
- Central A/C Rebates/Loan		*		*	*				P	*	*	
- Central Heat Pump Rebates/Loan		*		*	*				P	*	*	
- Solar Film Rebates/Loan		*			*				P	*	*	
- Home Fix-up Rebates/Loan	*				*				P	*	*	
- Water Heater Insulation Rebates/Loan					*				P	*	*	
- Specific Utility Logo Promotion			*		*							
Appliance Dealer Incentives												
- Refrigerators		*										
- Freezers		*										
- Room A/C		*										
- Room Heat Pump												
Specific Comm./Ind. Utility Logo Promo.	*		*	P								
Co-Generation	*	*	*	*		*	*		P	P	*	P
Voltage Bandwidth Narrowing	*						*	P	*	*		*
HPS Street Lights	*	*		*	*	*	*	*	*	*	*	*
Energy Audits												
- RCS Audits	*	*	*	*	*	*	*	*	*	*	*	*
- Walk Thru	*	*	*	*	*	*	*	*	*	*	*	*
- Mail-In	*	*	*	*	*					*	*	*
- Comm./Ind.	*	*	*	*	*	*	*	*	*	*	*	*
- TOU Audit			*		*							
Other												
- Energy Store		*										
- Passive Home Design		*	*									
- Natural Gas Incentives									*			
- Pool Pump Timers		*										
- Compressor Crankcase Heaters					*							
- Tree Planting						*						
- Interruptible Rates (Comm./Ind.)*		P		*		*	*					
General Advertising/Public Awareness	*	*	*	*	*	*	*	*	*	*	*	*

NOTE P = Planned Program
* = Existing Program

*FPC/TECO Interruptible Rates for large industrial users, existing prior to FEECA are excluded

Water Heater Insulation Rebates/Loans included in Home Fix-up

FPC EPI Rebates include Air Conditioner, Heat Pump, and Non-heat strip water heating.

Estimated Annual Summer Megawatt Savings
Through September 1982

	FPC	FPL	GPC	TECO	GVL	JEA	LKLD	OUC	TALL	CLAY	LEE	WITH
Mandatory TOU Rates		0										
Load Management												
- Central A/C	A	P		.53	P	P			P	0	P	P
- Heat Pump	A					P			P	0	P	P
- Strip Heat	A	P		.53	P	P			P	0	P	P
- Water Heating	A	P		1.3	P	P	.04		P	0	P	P
- Pool Pump (Res.)	A											
- Pool Pump (Comm.)	A											
New Homes												
- Central A/C Rebates/Loan				1								
- Central Heat Pump Rebates/Loan				1								
- Strip Heat Ban							P		P			
- Service Availability with Credit	P											
- Non Strip Water Heating Rebates/Loan												
- Energy Performance Index Rebates/Loan	7.5		5.6									
- Specific Utility Logo Promotion	0	8.3	0	0	.15					.11	.05	
Existing Homes												
- Central A/C Rebates/Loan		5.2		0	0				P	2.4	0	
- Central Heat Pump Rebates/Loan		5.2		0	0				P	0	0	
- Solar Film Rebates/Loan		9			0				P	0	0	
- Home Fix-up Rebates/Loan	.5	1.9			.01				P	0	.05	
- Water Heater Insulation Rebates/Loan		.9			0				P	0	0	
- Specific Utility Logo Promotion			3.3		0					0	0	
Appliance Dealer Incentives												
- Refrigerators		.73										
- Freezers		.73										
- Room A/C		.73										
- Room Heat Pump												
Specific Comm./Ind. Utility Logo Promo.	1.4		2.7	P								
Co-Generation	40	32	0	8.3		0	0		P	P	0	P
Voltage Bandwidth Narrowing	52						0	P	0	.9	0	0
HPS Street Lights	0	0		P	0	0	.15	0	0	0	0	0
Energy Audits												
- RCS Audits	3.5	B	B	B	B	2.1	.6	.28	.5	.63	.12	.12
- Walk Thru	2.4	B	.9	3.8	.15	B	B	.71	B	0	.27	B
- Mail-In					.02					0	.01	
- Comm./Ind.	1.6	4.7	2.8	3.2	.05	.5	P	.05	1.2	.08	.05	
- TOU Audit					P					0		
Other												
- Energy Store		0										
- Passive Home Design		P	P									
- Natural Gas Incentives									13.5			
- Pool Pump Timers		.59										
- Compressor Crankcase Heaters					0							
- Tree Planting						0						
- Interruptible Rates (Comm./Ind.)*		P		6		0	0					
General Advertising/Public Awareness	2.6	0	0	0	.2	0	0	.3	0	0	0	0
Conservation Program Totals (MW) 298 =		111	120	15.3	26	.6	2.6	.8	1.3	15	4.1	.6	.12

NOTE 0 - Program in place but no quantifiable savings associated with program or no savings yet reported.
P - PSC approved planned program for implementation at future date.
A - Savings not reported by specific program.
B - Active program but savings allocated to other conservation programs or other audits.

Source: FEECA Program Progress Report, III Quarter, 1982.

Estimated Annual Winter Megawatt Savings
Through September 1982

	FPC	FPL	GPC	TECO	GVL	JEA	LKLD	OUC	TALL	CLAY	LEE	WITH
Mandatory TOU Rates		0										
Load Management												
- Central A/C	A	P		0	P	P			P	0	P	P
- Heat Pump	A					P			P	0	P	P
- Strip Heat	A	P		1.2	P	P			P	0	P	P
- Water Heating	A	P		1.4	P	P	.04		P	0	P	P
- Pool Pump (Res.)	A											
- Pool Pump (Comm.)	A											
Subtotal	25.8											
New Homes												
- Central A/C Rebates/Loan				13								
- Central Heat Pump Rebates/Loan				12								
- Strip Heat Ban							P		P			
- Service Availability with Credit		P										
- Non Strip Water Heating Rebates/Loan												
- Energy Performance Index Rebates/Loan	0		7.5									
- Specific Utility Logo Promotion	11.4	0	0	0	.15	0				.14	.05	
Existing Homes												
- Central A/C Rebates/Loan		5.2		0	0				P	.8	0	
- Central Heat Pump Rebates/Loan		5.2		0	0				P	0	0	
- Solar Film Rebates/Loan	.7	.6			.04				P	0	.05	
- Home Fix-up Rebates/Loan		0			0				P	0	0	
- Water Heater Insulation Rebates/Loan		0			0				P	0	0	
- Specific Utility Logo Promotion			4.1		0					0	0	
Appliance Dealer Incentives												
- Refrigerators		.3										
- Freezers		.3										
- Room A/C		.3										
- Room Heat Pump												
Specific Comm./Ind. Utility Logo Promo.	1.4		3.2	P								
Co-Generation	40	34	0	8.3		0	0		P	P	0	P
Voltage Bandwidth Narrowing	52						0	P	0	.6		0
HPS Street Lights	0	0		P	0	.4	.15	0	.14	0	0	0
Energy Audits												
- RCS Audits	4.6	B	B	B	B	1.4	.6	.14	.5	.442	.12	.12
- Walk Thru	3.2	B	1.3	5.3	.04	B	B	.36		0	.27	B
- Mail-In					.036					0	.01	
- Comm./Ind.	1.6	47	0	.1	.03	.5	P	.02	1.2	.03	.05	
- TOU Audit					P					0		
Other												
- Energy Store		0										
- Passive Home Design		P	P									
- Natural Gas Incentives									.5			
- Pool Pump Timers		35										
- Compressor Crankcase Heaters					4							
- Tree Planting												
- Interruptible Rates (Comm./Ind.)*		P		6			0	0				
General Advertising/Public Awareness	3.3	0	0	0	.2	0	0	.33	0	0	0	0
Conservation Program Totals (MW) 319.1 =	118	128	16.1	47.3	.86	2.3	.8	.85	2.4	1.9	.5	.12

NOTE 0 - Program in place but no quantifiable savings associated with program or no savings yet reported.
P - PSC approved planned program for implementation at future date.
A - Savings not reported by specific program.
B - Active program but savings allocated to other conservation programs or other audits.

Source: FEECA Program Progress Report, III Quarter, 1982.

Estimated Annual Gigawatt Hour Savings
Through September 1982

	FPC	FPL	GPC	TECO	GVL	JEA	LKLD	OUC	TALL	CLAY	LEE	WITH
Mandatory TOU Rates		0										
Load Management												
- Central A/C	A	P		0	P	P			P	0	P	P
- Heat Pump	A					P			P	0	P	P
- Strip Heat	A	P		0	P	P			P	0	P	P
- Water Heating	A	P		0	P	P	0		P	0	P	P
- Pool Pump (Res.)	A											
- Pool Pump (Comm.)	A											
Subtotal	2.8											
New Homes												
- Central A/C Rebates/Loan				13								
- Central Heat Pump Rebates/Loan				12								
- Strip Heat Ban							P		P			-
- Service Availability with Credit		P										
- Non Strip Water Heating Rebates/Loan												
- Energy Performance Index Rebates/Loan	30		20									-
- Specific Utility Logo Promotion	0	36	0	0	.4	0				1.5	.19	
Existing Homes												
- Central A/C Rebates/Loan		15		0	0				P	6.5	0	
- Central Heat Pump Rebates/Loan		15		0	0				P	0	0	
- Solar Film Rebates/Loan		3.6			0				P	0	.41	
- Home Fix-up Rebates/Loan	3.6	7.2			.1				P	5.2	0	
- Water Heater Insulation Rebates/Loan		4.4			0				P	0	0	
- Specific Utility Logo Promotion			7.4		0					0	0	
Appliance Dealer Incentives												
- Refrigerators		2										
- Freezers		2										
- Room A/C		2										
- Room Heat Pump												
Specific Comm./Ind. Utility Logo Promo.	3.4		6.4	P								
Co-Generation	295	309	0	48		0	0		P	P	0	P
Voltage Bandwidth Narrowing	13						0	P	0	0	0	0
HPS Street Lights	6.2	22		P	.2	1.8	.62	.42	.7	1.9	.9	.1
Energy Audits												
- RCS Audits	14	B	C	C	C	4.9	.7	.97	.88	2.8	.69	.29
- Walk Thru	29	B	4	2.6	.5	C	C	2.5	C	.06	1.6	C
- Mail-In	C	C	C	C	.06					0	0.4	C
- Comm./Ind.	5.7	24	1	6.4	.04	3.6	P	.16	.05	1.6	.11	
- TOU Audit					P					4.7		
Other												
- Energy Store		0										
- Passive Home Design		P	P									
- Natural Gas Incentives									.7			
- Pool Pump Timers		57										
- Compressor Crankcase Heaters					1.7							
- Tree Planting						0						
- Interruptible Rates (Comm./Ind.)*		P		0		0	0					
General Advertising/Public Awareness	20	0	0	0	2	0	0	.42	11.4	0	0	0
Conservation Program Totals (GWH)	1119.2 =	425	499	39	92	5	10.3	1.3	4.5	13.7	24.2	3.9	1.3

NOTE 0 - Program in place no quantifiable savings associated with program or no savings yet reported.
P - PSC Approved Planned Program
A - Active program in each area, but savings not reported by specific program.
B - Active program but savings allocated to follow-up measures.
C - Audit offered but savings allocated to other audit programs.

Source: FEECA Program Progress Report, III Quarter, 1982.

RETURN ON AVERAGE BOOK EQUITY, MARKET TO BOOK RATIO (MBR)
AND AUTHORIZED RETURN ON EQUITY

	FPC			FP&L			TECO				GULF		
YEAR	EARNED	AUTHORIZED	(MBR)	EARNED	AUTHORIZED	(MBR)	UTILITY ONLY	EARNED(1)	AUTHORIZED	(MBR)	EARNED	AUTHORIZED	(MBR)(2)
1960	11.8%		(3.06X)	13.4%		(3.80X)		13.3%		(3.52)	14.0%		
1961	11.9		(3.72)	12.4		(4.28)		12.1		(4.41)	13.2		
1962	13.1		(3.10)	12.8		(3.61)		14.1		(3.83)	13.9		
1963	11.9		(3.25)	13.2		(3.73)		10.1		(3.00)	14.1		
1964	12.1		(3.26)	13.7		(3.78)		14.9		(4.55)	14.9		
1965	12.3		(3.17)	13.0		(3.44)		16.3		(4.41)	13.7		
1966	13.1		(2.82)	13.5		(2.92)		17.7		(4.10)	15.1		
1967	13.4		(2.74)	12.3		(2.76)		17.0		(3.82)	16.6		2.16
1968	14.0		(2.40)	12.1		(2.56)		13.8		(3.18)	17.0		2.00
1969	15.2		(2.46)	12.2		(2.31)		14.6	13.75	(2.63)	16.9		1.84
1970	14.9		(2.31)	11.9		(1.95)		14.4		(2.21)	17.1		1.52
1971	13.6		(2.12)	14.1		(1.82)		9.4	15.5	(2.34)	15.8		1.42
1972	13.8	13.75	(1.77)	13.1	12.875	(1.76)		14.5		(1.94)	14.9	14.13	1.18
1973	12.2		(1.32)	13.4		(1.40)		13.4		(1.40)	13.4		.98
1974	8.3	13.5	(.71)	11.1		(.86)	7.1	11.2	15.5	(1.00)	5.6		.72
1975	13.7	14.6	(.74)	13.2	13.75	(.82)	9.9	14.1	14.75	(1.00)	19.6	14.25	.71
1976	10.6		(.95)	8.7		(.90)	10.7	12.9		(1.22)	13.0		.91
1977	14.9		(.97)	13.2	13.75	(.87)	11.1	13.0	13.75	(1.21)	12.3	14.25	.99
1978	13.7	14.3	(.90)	14.5		(.85)	12.8	15.1		(1.11)	15.0	13.50	.77
1979	11.4		(.81)	12.6		(.79)	9.4	12.0		(1.00)	12.3		.77
1980	9.1		(.72)	11.4		(.69)	13.5	16.5	14.5	(.84)	10.7		.73
1981	15.2	15.4	(.78)	12.0	15.85	(.79)	14.4	14.8		(.97)	11.4	14.75	.72
1982(3)	11.9		(.91)	15.1		(.89)	n/a	12.6		(.94)	n/a		.82

1 - Includes relatively large amounts of nonutility earnings
2 - MBR is for the Southern Company, as Gulf's stock is 100% owned by Southern
3 - 1982 earnings are estimated

Source: 1960-66 Data: Moody's Public Utility Manuals
1967-82 Data: Value Line

GAS UTILITIES

TYPICAL GAS BILL COMPARISON

Residential Service
December 31, 1982

Utility	Bill Amount	10 Therms	25 Therms	40 Therms	50 Therms	100 Therms
Central Florida Gas Corporation	3.00	9.08	18.20	27.32	33.40	63.79
City Gas Company of Florida	4.00	9.22	17.04	24.87	30.09	56.18
Florida Public Utilities	3.82	9.94	19.12	28.31	34.43	65.05
Gainesville Gas Company	5.62	10.22	17.12	24.02	28.62	51.62
Gulf Natural Gas Company						
Panama City Division	2.50	6.49	13.51	20.32	24.79	46.57
Ocala Division	2.50	6.79	14.36	21.52	25.99	47.77
Indiantown Gas Company	2.50	6.95	15.25	23.06	28.09	51.67
Miller Gas Company	4.00	9.41	17.54	25.66	31.07	58.15
Peoples Gas System, Inc.	3.00	8.56	16.89	25.22	30.78	58.56
Plant City Natural Gas Company	3.00	6.22	15.54	24.87	31.10	62.18
St. Joe Natural Gas Co., Inc.	1.90	5.87	12.92	19.76	24.55	46.12
Seacoast Gas Company	4.51	12.77	24.90	34.11	40.26	70.99
Southern Gas Company	4.21	9.97	18.61	27.26	33.02	61.83
South Florida Natural Gas Company	3.00	9.33	18.83	28.32	34.65	66.30
Timberland Utilities	3.00	9.67	19.67	29.67	36.35	69.68

Natural Gas Accidents

Year	No. of System Reporting	No. of Incidents	No. of Injuries	No. of Fatalities	Construction Damage or Negligence
1972	1	4	0	0	3
1973	7	12	4	0	11
1974	5	10	7	0	10
1975	2	3	0	0	3
1976	4	5	2	2	4
1977	3	9	0	0	4
1978	3	4	1	0	3
1979	7	14	5	1	7
1980	12	17	6	6	13
1981	13	29	36	1	14
1982	12	29	12	2	11